

# PROCEEDING

## International Multidisciplinary Conference (IMC) 2014

### “Asean Economic Community: Transformation, Policy, Partnership and Action Toward Regional Prosperity”

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## **INTERNATIONAL MULTIDISCIPLINARY CONFERENCE (IMC) 2014**

**“Asean Economic Community: Transformation, Policy,  
Partnership and Action toward Regional Prosperity”**

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## PREFACE

This publication document the refereed, review and edited paper presented at the International Multidisciplinary Conference (IMC) with main theme “*Asean Economic Community: Transformation, Policy, Partnership and Action toward Regional Prosperity*” held at School of Postgraduate Studies, University of Muhammadiyah Jakarta, Jakarta, Indonesia, 12-13 November 2014.

The conference had highlighted, discussed and analyzed wide range of issues pertaining to transformation, policy, partnership, and action toward regional prosperity among regional ASEAN, neighbour, and implication to worldwide. The Proceeding and paper of the conference had have been grouped under eight theme and twenty six sub theme the following headings;

1. Politic, Policy, Law and Governance
2. Economic, Finance and Management
3. Science, Environment and Technology
4. Language, Madeia and Communication
5. Psychology, Education and Development
6. Health, Nursing and Social Work
7. Religion, Art, Culture and Tourism
8. Children, Women, and Family

All theme and sub theme having crucial topics that represent an important region, this International Multidisciplinary Conference is expected to contribute the regional development of new strategies from multidisciplinary perspective beyond the ASEAN Economic Community. The Proceeding include a number of good ideas, arguments, and opinions, which have implication for transoformation, policy, practice and research. Important for academic, this publication may be used as source of reference material for citations and references.

On behalf of the Steering Committee, I congratulate to all the keynote speakers and paper presenter, also active participants. The thoughts of all the speakers have been highly regarded and have significantly added value of the conference. I trust that International Multidisciplinary Conference 2014 will be a memorable one and I hope that an international multidisciplin network will be retained. Again, I wish to thanks each and every delegate for the support given to make this conference possible.

May we all be in continued spirit to achieve an inclusive and equitable ASEAN community and human prosperity.

**PROFESSOR ADI FAHRUDIN, Ph.D**  
*Chair*  
*International Multidisciplinary Conference &*  
*Editor*



## CONTENT

Preface from Conference Chair-Editor.....	i
<b>POLITIC, POLICY, LAW AND GOVERNANCE</b>	
What do we need to know to plan and evaluate social programs and services?: The method of social research on community need sanderesources ~ <i>Jae-Sung Choi, Chung-Kwon Lee, Myoung-Il Kim, Hye-Jin Kim &amp; Jung-Woo Kim</i> .....	1
Transformation of Civil Society Organisation in Aceh ~ <i>Afrizal Tjoetra</i> .....	8
Good Governance and Public Participation: The Case of The Second Penang Bridge ~ <i>Noreha Hashim, Osman Md Yusof &amp; Daniel Ugih</i> .....	22
Community-Based Social Welfare Planning of South Korea: Cases of Three Local Governments ~ <i>Jae-Sung Cho, Hee-Jeoung Choi, Jinsun Yoo, Bomee Kang, &amp; Souhui Choi</i> .....	29
Behavior of government bureaucracy in public service ~ <i>Muh. Kadarisman</i> .....	41
Urban Transport Service Quality in Bogor ~ <i>Retnowati WD Tuti</i> .....	57
The Implementation of Lake Management Society Based Policy in South Tangerang City ~ <i>Rahmat Salam, Evi Satispi &amp; Sudirman</i> .....	64
<b>ECONOMIC, FINANCE AND MANAGEMENT</b>	
KUD Members' Participation Development Through Society Education ~ <i>Arief Subyantoro, Khoirul Hikmah, A.Ayiek Sih Sayekti</i> .....	72
Invesment Analysis Which Relevance Measurement for Government Company (BUMN) – Case of Coal Power Generation ~ <i>Aminullah Assagaf</i> .....	83

Optimization Of Sharia Financing to Increase the Capacity of Small and Medium Enterprises (SME) ~ <i>Nuraini, Rifzaldi Nasri &amp; Siti Jamilah</i> .....	95
Analysis Degree of Fit between Strategy with Type Behavior, Structure and Culture and Its Impact on Performance ~ <i>Tri Mardiana &amp; Titik Kusmantini</i> .....	103
ASEAN's Role in Promoting Small-Medium Enterprises towards ASEAN Economic Community 2015 ~ <i>Verdinand Robertua</i> .....	112
Competitive Advantage Model in Small and Micro Enterprises (SMEs) Batik ~ <i>Eddy Irsan Siregar &amp; Nur Hidayah</i> .....	138
Simultaneity of Financial Decision in ISX 2005-2010: Two stage least square method ~ <i>Sri Dwi Ari Ambarwati, Agus Sukarno &amp; Khoirul Hikmah</i> .....	161
The Perspective of “Tahu “ Business Development in Cipete Selatan and Tegal Parang, Jakarta Selatan ~ <i>Siti Hafnidar Harun &amp; Hasanah</i> .....	170
Islamic Economic Development Model as a Solution Development Area (Study of Agriculture and Trade) ~ <i>N. Oneng Nurul Bariyah &amp; Ahmad Taufikurahman</i> .....	175
Risk Mitigation Action With House of Risk Framework as an Effort to Build a Robust Supply Chain for PT JAWA FURNI LESTARI ~ <i>Titik Kusmantini, Adi Djoko Guritno &amp; Heru Cahya Rustamaji</i> .....	190
Innovation Vs Social Acceptance: a Case of end Users’ Perspective of Solar Energy ~ <i>Jamalludin Sulaiman &amp; Azlinda Azman</i> .....	201
The Direct and Indirect Effect Strategit Leadership on Competitive Advantage, Mediating by Unique Resources ~ <i>Nur Hidayah</i> .....	209
<b>SCIENCE, ENVIRONMENT AND TECHNOLOGY</b>	
Computerized Adaptive Testing as an Innovation for Indonesian National Examination ~ <i>Bor-Chen Kuo &amp; Muslem Daud</i> .....	223
Simulation of Temperature Effect on uniform Fiber Bragg Gratings used Transfer Matrix Method (TMM) ~ <i>Rumadi, Octarina Nur Samijayani, Ary Syahriar</i> .....	230

Chemical Recycling of Poly (L-lactic) Acid with Condensed Fluids ~ <i>M. Faisal, Yoichi Atsuta, Hiroyuki Daimon, Koichi Fujie</i> .....	240
Implementing Process Drama in Improving English Speaking Skill For Primary Upper Graders of Labschool FIP UMJ ~ <i>Herwina Bahar, Aswir, Imam Mujtaba</i> .....	247
Pharmaceutical Cost-Containment Policies and Sustainability: Malaysia Public Hospital Perspectives ~ <i>Nur Liyana Zb, Hassan Y, Aba Majeed, Haron S &amp; Nur Wahida Z</i> .....	252
A Qualitative Study of Drugs Storage System Analysis of Pharmaceutical Warehouse X Hospital, Tangerang, Banten ~ <i>Fase Badriah, Yuli Prapanca &amp; Retno Palupiningtyas</i> .....	256
A Review on Technology Acceptance Model towards Consumer Participation in Smart- Grid ~ <i>Ahmad Rozelan Yunus, Fairus Abu, Juhaini Jabar &amp; Wan Anor Wan Sulaiman</i> .....	263
The Implementing of Curriculum 2013 on Early Childhood Education ~ <i>Widia Winata</i> .....	269
<b>LANGUAGE, MEDIA AND COMUNICATION</b>	
Communication Patterns on the Agricultural Technology Adoption in Magelang, Central Java Region based on Education Sustainable Development (ESD) ~ <i>Wahyuni Choiriyati</i> .....	274
How to Improve Students' English Writing Skill Through Self-Assessment ~ <i>Zaitun &amp; Erwin Akib</i> .....	282
Women in the Newsroom: Negotiating Female Journalist in a Male Dominated on Television Industry ~ <i>Selvi Septiani &amp; Cici Eka Iswahyuningtyas</i> .....	289
Is Sitting Killing Your Child? An Overview Of The Effects of Gadgets Usage toward Sedentary Behaviour and Social Competence ~ <i>Hon Kai Yee &amp; Chua Bee Seok</i> .....	302
The Effects of Online Games toward Children's Language Development ~ <i>Iswan &amp; Ati Kusmawati</i> .....	308
Subliminal Advertising and Semantic Priming: A Literature Review ~ <i>Mahir Pradana</i> .....	312

Emotional Intelligence Can Be Improve Using Intervention  
~*Lailawati Binti Madlan, Chua Bee Seok, Murnizam Hj. Halik,*  
*Alfred Chan Huan Zhi* ..... 319

Communication Management Personnel Civil Service Police Unit  
(Phenomenology Study of Communication Management Personnel Civil Service  
Police Unit in Enforcing Local Regulation on Public Order The Special  
Province of Jakarta) ~ *Nani Nurani Muksin*..... 324

## **PSYCHOLOGY, EDUCATION AND DEVELOPMENT**

The Moderating Effect of Coping Strategies on Job Satisfaction and Psychological  
Well Being among Fire Fighters  
~*Mohd. Dahlan Hj. A. Malek & Ida Shafinaz Mohd. Kamil* ..... 330

Worry about sexual outcome and  
rizky sexual behavior in heterosexual college students  
~ *Wahyu Rahardjo* ..... 340

Assessment of the Student Ability in Managing Early Childhood Learning  
in the Program Field Experience  
~ *Rika Sa'diyah* ..... 345

Big-Five Personality Traits and its Effect on Emotional Intelligence  
among Public School Personnel in Malaysia  
~ *Nurul Hudani Md. Nawati, Marof Redzuan, Shazia Iqbal Hashmi*  
& *Puteri Hayati Megat Ahmad*..... 353

Psychosocial Predictor of Employee Readiness to Change  
~*Amy Mardhatillah, Shukran Abdul Rahman, Khamsiah Ismail* ..... 363

Family Problems as the Triggering Factors of Human Trafficking  
~ *Syamsuddin & Azlinda Azman* ..... 383

Recycling: A Matter of Attitude?  
~*Jasmine Adela Mutang, Chua Bee Seok, Lailawati Madlan, Ferlis Bahari,*  
*Alfred Chan H.Z, Walton Wider & Rosnah Ismail*..... 390

The Effects of Grade Level, Gender, and Ethnicity on Students'  
Perception of the Learning Environment in Mathematics Education  
Program Muhammadiyah University of Jakarta  
~*Ismah* ..... 402

The Influence of Learning Strategy and Self Concept on Result of Education Science Subject ~ <i>R Andi Ahmad Gunadi</i> .....	407
The Use of ‘Strengths and Difficulties Questionnaire’ in Measurement of Social and Emotional Competence In Children ~ <i>Jusiah Idang</i> .....	418
Touching Lives And Transforming Communities: Malaysia’s Community Engagement Efforts In Asean ~ <i>Munir Shuib &amp; Siti Norbaya Azizan</i> .....	424
<b>HEALTH, NURSING AND SOCIAL WORK</b>	
Analysis on the Psychosocial Obstacles in Caring for the Mentally Ill Family Members ~ <i>Azlinda Azman, Jamalludin Sulaiman &amp; Paramjit Singh Jamir Singh</i> .....	436
Effectiveness of Cognitive Therapy and Behavior Therapy Treatment Modules Intervension in Group Counseling among Stress Nurses ~ <i>Wan Anor Bin Wan Sulaiman, Fatimah Yusoff, Mohd Dahlan A.Malek &amp; Ahmad Rozelan Yunus</i> .....	441
Qualitative Study about Men’s Awareness to Risk Factors of Non-Communicable Diseases ~ <i>Novia Indriani Sudharma, Rina K.Kusumaratna &amp; Alvina</i> .....	453
The Influence of Smoking Behavior towards Nutritional Status of Drop Out Children’s ~ <i>Amir Syafruddin &amp; Tria Astika Endah Permatasari</i> .....	459
Social Exclusion: The Poor Female Head of Households in North Jakarta, Indonesia ~ <i>Indri Indarwati, AzlindaAzman &amp; M. Fadhil Nurdin</i> .....	466
Analysis of Health Status in Indonesia: 2000 and 2007 ~ <i>Mayla Safuro Lestari Putri &amp; Daim Syukriyah</i> .....	471
The Influence of Mother’s Knowledge of Breastfeeding in The Islamic Perspective towards Breastfeeding Practices ~ <i>Tria Astika Endah Permatasari</i> .....	481
The Increasing of Knowledge and Attitude on Nutrition among Mother of Children Under Five after Intervention ~ <i>Ratri Ciptaningtyas, Raihana Nadra Alkaff</i> .....	488
Game Development of “Choose Healthy Food” ~ <i>Ratri Ciptaningtyas &amp; Nurrochmahdewi</i> .....	493

## **RELIGION, ART, CULTURE AND TOURISM**

Social Change and Interpretation of Islam in Contemporary Discourse ~ <i>Ahmad Bazli bin Shafie &amp; Mohd Faizul bin Azmi</i> .....	499
Spirituality of Welfare Practitioners in Social Service for the Aged in Indonesia ~ <i>Toton Witono</i> .....	506
The Contribution of Sufim into Educational ~ <i>Ansharullah</i> .....	520
The Relationship between Workplace Spirituality and Individual Spirituality with Organizational Commitment among Malaysian University Administrators ~ <i>Izan Khairana bt Abd. Majid &amp; Shukran Abdul Rahman</i> .....	528
Percieved Gender Discrimination as A Moderator in the Relation between Interaction Justice and Organization Citizenship Behavior ~ <i>Asong Joseph, Chua Bee Seok &amp; Jasmine Adela Mutang</i> .....	534
The Deradicalization Of Terrorists in Indonesia: Theoretical Debates and Policy ~ <i>Sri Yunanto</i> .....	543
Effects of the Conteporary Zakat Management Dompok Dhuafa Republika in the Alleviation of poverty in Indonesia (Case Study on Bogor Resident) ~ <i>Chimajah Noor &amp; Dyarini</i> .....	551

## **CHILDREN, WOMEN AND FAMILY**

Child Witnessing of Family Violence: Issues of Gender ~ <i>Misook Cho</i> .....	557
Problems During The Implementation of Gender Mainstreaming on Primary Education Level In East Java Province ~ <i>Trisakti Handayani &amp; Wahyu Widodo</i> .....	569
The Development of Story Telling Model at Kindergarten ~ <i>Riwayati Zein</i> .....	575
Experiences of OFW Children Studying at Trinity University of Asia: Perspective-Referenced Based-Framework for Program Enrichment ~ <i>Juliet K. Bucoy</i> .....	583

Concept, Dimensions and Source of Emerging Adulthood :  
Reviewing this Phenomena among Malaysia Youth  
~ *Walton Wider, Murnizam Hj. Halik, Mazni Mustapha,*  
*Ferlis Bin Bullare @ Bahari*..... 587

Evidence Based Practice Model for Child Welfare: A Social Work Perspective  
~ *Doreen Edward & Husmiati Yusuf*..... 594

Gender in Leadership ~ *Bernadatte Thien & Peter Voo* ..... 601

## **POSTER PAPER**

A Study on the Integrated Model for Family Policy Delivery System to Enhance  
Family Support Services  
~ *Misook Cho*..... 606

Daycare Service for Older People Under Asiana Social Welfare Foundation:  
An Adopted Model of Korean Community Center  
~ *Dayne Trikora Wardhani, Adi Fahrudin, Desiyanti Pradianita*  
& *Akbar Prajuda* ..... 613

Violence against Children to be Priority Action and a Cross Cutting  
concern in the Post-2015 ~ *Misook Cho*..... 616

Factors Related With Total Cholesterol  
~ *Ratri Ciptaningtyas, Lulu'ul Badriyah, Minsarnawati* ..... 621

Integrated Learning Al-Islam and Kemuhammadiyah Age 5-6 Years Old  
~ *Rohimi Zamzam*..... 626

## **ADDITIONAL PAPERS**

### **POLITIC, POLICY, LAW AND GOVERNANCE**

Bureaucratic Reform in South Tangerang city  
~ *Haniah Hanafie*..... 633

### **CHILDREN, WOMEN AND FAMILY**

Concept of Trust among Married Couples  
~ *Surianti Lajuma, Chua Bee Seok, Agnes Sombuling,*  
& *Ferlis Bin Bullare @ Bahari*..... 649

### **ECONOMIC, FINANCE AND MANAGEMENT**

The Leadership, Organizational Culture, Management Control System  
and Performance  
~ *Siti Hamidah Rustiana & Riyanti*..... 655





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**POLITIC, POLICY, LAW  
AND  
GOVERNANCE**

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# WHAT DO WE NEED TO KNOW TO PLAN AND EVALUATE SOCIAL PROGRAMS AND SERVICES?: THE METHODS OF SOCIAL RESEARCH ON COMMUNITY NEEDS AND RESOURCES

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## Abstract

While the literature has emphasized the importance of needs assessment and identification of resources as the most crucial step in program planning and evaluation, there has been less study on how to conduct social research in an effective and efficient manner. The purpose of this study is to explore the best research method applicable to social planning and evaluation, with in-depth examination of the entire process of conducting research on the needs of residents and local resources in Gangseo District, which is one of the 25 wards of Seoul, South Korea, from April through June, 2014. The study analyzes the research steps in detail as follows: First, this study discusses how to develop questions about the problems, needs, and possible solutions in the community. The procedures and techniques of efficiently gathering data in various ways (e.g., interviews, surveys, focus groups, Delphi method) are also investigated. Then this study discusses how to precisely analyze the collected data with the goal of identifying needs and resources and prioritizing programs and services. Finally several useful ways of disseminating and communicating findings to program stakeholders are suggested. It is to be hoped that research methods in this study will be a handy guide to do some research in planning, implementing, and evaluating social programs and services.

**Keywords:** *program planning and evaluation, research methods, needs assessment, identification of resources, South Korea*

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## INTRODUCTION

Through a local social welfare plan, each local government in Korea needs to develop strategies that resolve the imbalance between welfare related demand and supply of the community and also reflects the local distinctiveness of community welfare (Bae & Lee, 2013). To do this, it is important to diagnose the state of community through reasonable community research. Over the past 10 years, social work

academics have conducted various studies on visions and goals for local welfare plan to establish the directions of the local welfare plans and models. While the literature has emphasized the importance of needs assessment and identification of resources as the most crucial step in program planning and evaluation, there has been little research on how to practically conduct social research in an effective and efficient manner, based on a specific case study. The purpose of this study is to investigate the empirical strengths and weaknesses of community-based research beyond the theoretical reviews on research methods, with in-depth examination of the process of conducting research on the needs of residents and local resources in Gangseo ward, which is one of the 25 wards of Seoul, South Korea.

**Diagnosis of community welfare needs.** The process of identifying and analyzing needs of a priority population is referred to as a needs assessment (Mckenzie, Neiger, & Thackeray, 2009). As a method for measuring the needs of residents living within a certain area, the purpose of needs assessment is to prepare for a local social welfare plan based on an accurate understanding of welfare needs of the community. Also, a local government determines the priorities through identifying various services or programs for the local residents. It also establishes budget allocation criteria for each program and provides a basis for the evaluation of the current programs. Needs assessment can include a user-based, service-oriented, and community-based approach (Choi, Lee, Kong, Kwon, & Ahn, 2008). A user-based needs assessment is a survey conducted by organizations and agencies that provide services and programs to target specific population groups such as children, the youth, the elderly, the disabled, and women. A service-oriented survey is a survey conducted by the organizations and institutions that provide specialized services such as medical care, rehabilitation, and employment. As the integration of user-based survey and service-oriented survey, a community-based assessment is the way to identify proprieties for troubleshooting and to determine the appropriate level of intervention or service, through understanding the problems and welfare needs of local residents.

Implementation of needs assessment can be carried out directly by a local government or an outsourced professional research institution. In addition, it is necessary to go through the opinions of such departments and community welfare councils and checkout process. A research team in the Social Welfare Research Institute, Yonsei University commissioned by Gangseo agency conducted needs assessment. In the entire process of needs assessment, the research team reflected the opinions of officials in related departments and community welfare councils in Gangseo ward, through several focus group interviews and Delphi methods. The research team also reported survey results and heard local experts' and residents' opinions in public hearings.

**Type of needs assessment data.** In a needs assessment, a survey is primarily utilized to determine the status and needs of the community. Since it is difficult to conduct a survey for total population, many social surveys are performed based on samples, which are selected through allocation of each target population. Thus a community-based survey measures needs of the sample which is selected from total population by probability and/or non-probability sampling methods. Questionnaires in needs assessment survey include general information on residents and community, needs and characteristics of respondents, the level of service use, evaluation of existing programs and services and necessity of new services, and problems or local issues in the community. The research team made questionnaires based on guideline by the Ministry

of Health and Welfare, Korea, and modified them through consultation with the subcommittee of Gangseo community welfare council. The main contents of 2014 Gangseo needs assessment survey for general population are as follows:

Table 1  
 Main contents of 2014 Gangseo needs assessment survey for general population

Categories	Contents
General Information	Number of household Information on each member of household (e.g., gender, date of birth, marital status, education, etc.)
Housing situation	Residential status (e.g., living type, housing prices, etc.)
Household (head of household)	Economic activity of household
income	household income including transfer income and other income sources
Assets	Total assets of household
Liabilities	Liabilities of household
Living Conditions	Difficulties in personal life experiences and solutions Further understanding of (deprivation indices) in living conditions
Social activities(social integration)	Social interaction, production activities, citizen / resident participation, social integration Problems and satisfaction with community Awareness, use, and future use intention of social welfare facilities Inconvenience of using local social welfare facilities
Satisfaction with community	Most needed service in community Basic livelihood security system (only if the corresponding basic living recipients) Gangseo community welfare and social services support in an appropriate way

A needs assessment survey on target population has a focus on life-cycle specific or subject-specific conditions and needs of targeted people. As this type of survey has more attention to directly related subjects, it is more likely to get in-depth information on problems and needs of target population (Choi et al., 2008). Community-based surveys often include questionnaires for both general population and target population. That is, they ask for information on the general parameters for the entire population, and at the same time specific data from each specific target population(eg., elderly, disabled, children, youth, women, etc.). In addition to the above questions about general population, 2014 Gangseo needs assessment survey also contained the questions about target population such as women, preschool children including infants, elementary school children, middle- and high-school students, the disabled, and the elderly. The primary contents of questionnaires for each target population are as follows. In the questionnaires, questions about awareness, experience, and future intentions of target-specific facility use, and necessary programs and services are asked, as well as the overall status of each target population.

Table 2  
Main contents of 2014 Gangseo needs assessment survey for target population

Target population	Contents
Women	Economic activity and status, employment, mental health and life satisfaction, welfare needs of women, awareness, experiences, and future use intentions of women-related facilities, necessary services for women
Preschool children (including infants)	Nursery situation, awareness, experiences, and future use intentions of child care facilities, necessary services for preschool children and infants
Elementary school children	Child care situation, awareness, experiences, and future use intentions of child care facilities, necessary services for school children
Middle- and high-school students	Programs for Youth welfare, mental health distress, awareness, experiences, and future use intentions of youth-related facilities, necessary services for the youth
The disabled	Difficulties in daily living conditions, life satisfaction and mental health, awareness, experiences, and future use intentions of disabled-related facilities, necessary services for the disabled
The elderly	Economic activity and status, health and mental health status awareness, experiences, and future use intentions of elderly-related facilities, necessary services for the elderly

A key informant survey is the survey which is conducted for people who are well aware of the circumstances, problems, and needs of community (Mckenzie et al, 2009). Key informants include community leaders or experts who are knowledgeable about the area, and the service providers who are familiar with target population, local government officials, and representatives of local social welfare organizations. The research team reflected key informants' opinions and answers mainly in two ways. First, the questionnaires were modified through consultation with service providers and local government officials. Second, in 2014 Gangseo local resources survey, the research team asked service providers questions about severity of problems or community issues in Gangseo ward, and programs and services which are most needed to improve welfare services.

The research may also perform analysis on existing secondary data. The analysis of secondary data, which refer to the materials that have already been collected by other researchers, is conducted to find the state of a specific group or community, and problems and needs of a region, using existing data (Grinnell, Gabor, & Unrau, 2012). The research team analyzed main demographic, social, economic indicators based on the statistics of Seoul, Gangseo white paper, 2013 Gangseo social survey report, 2013 Gangseo survey on needs of the disabled, and so on.

**Step of needs assessment survey.** In general, community-based needs assessment survey is conducted as follows.

Table 3  
 Step of needs assessment survey

Step	Contents
Developing survey plan	Analysis of existing data, selection of study population, schedule of conducting survey, research methods
Writing questionnaire	Drafting questionnaires and complementing through expert advice
Conducting survey	Conducting sampling, investigator training, and interview
Findings and evaluation	Analyzing the survey data, and reporting the results

The research team received three lists from Gangseo agency: 1) the entire list of household in Gangseo ward(221,914 households), 2), low-income household list(10,603 households), 3) registered disabled list(27,425 people; 24,427 households). 1,440 households in general population, and 255 low-income households, 250 households from the disabled were selected with proportional stratified sampling methods. After mail notices by Gangseo agency and in-depth trainings for investigators were done, needs assessment survey based on face-to-face interviews with local residents using structured questionnaires was conducted by investigation teams which consist of 20 graduate school master's degree and doctoral students and 14 undergraduate students in Yonsei University, over about 8 weeks from April 15 to June 06, 2014.

And the investigation teams tried to increase efficiency and effectiveness of survey by sharing difficulties and tips on performing interviews through social network service apps such as the Band and the Kakaotalk. As there were difficulties in low response rate and limitation of survey period, however, 2 agents from general social welfare centers in Gangseo ward and 21 community leaders also participated in the survey as investigators, and performed face-to-face interviews for household selected by available sampling method. A total of 437 responses were collected and 407 responses were finally analyzed after data validation and coding process. The research team tested the homogeneity of two samples (i.e., original sample and households surveyed by local investigators) and there appeared to be no heterogeneity problem. And, to correct the imbalance between entire population and household respondents in the ratios of demographic characteristics, the weighted score was calculated and applied in the process of analysis.

**Diagnosis of community welfare resources.** Community welfare resources assessment is conducted to identify the total utilization of social resources available in the community and to establish a feasible local welfare plan for the local residents to be satisfied with. In local welfare resources assessment, the research analyzes the present state of human resources including volunteer status, material resources, and public and private resources (Mckenzie et al, 2009). It also presents the available objective data through relevant statistics such as network analysis, community resources, and linked activities of welfare related agencies. Like needs assessment, the implementation of welfare resource research can be carried out by a local government or a professional research institution. It is also necessary to go through the opinions and checkout process of departments in a local governments and/or community welfare councils.

**Type of local welfare resources.** Local welfare resources can be classified into public sector resources and private sector resources (Mckenzie et al, 2009). Public sector resources include related materials from other fields (e.g., health, education, economy) as well as social welfare resources and related public sector workers and

budget. Private sector resources include welfare facilities, and community-based organizations. Local welfare resources can also be divided into human resources, material resources, and institutional resources (Choi, Lee, Kong, Kwon, & Ahn, 2008). Human resources refer to the set of individuals who provide services, and include dedicated public servants, staffs in social welfare organizations, community professionals, support groups, and volunteers. Material resources include facilities, buildings, and equipment utilized in social work practice, and financial support. Institutional resources refer to social system resources including related laws, regulations, and ordinances.

In local welfare resource survey in Gangseo ward, the research team reviewed existing data such as relevant master plans of central government and Seoul, elected 6th commitments, and Gangseo mid- and long-term plan as well as descriptive statistics and administrative data in Gangseo ward. The research team also examined the resources of community and status of facilities and services for each target population. And the team examined the concentration level of resources, using the ratio of welfare-related resources and related target population.

Local welfare resources survey may include the current state of service providers, installation status of related agencies and facilities, human, financial and service information of each organization and so forth. As for the installation status, the questionnaires include regional distribution, service use of target population. As for human resources, questions about financial service information, related institutional budget, facilities and equipment, service providers, professional, and volunteer workers are included. As for service contents, local welfare resources survey asks questions about network and linkage status, and joint use for human and material resources with other agencies as well as the number of programs and participants, based on human resources, material resources, public and private organizations, information resources. Like needs assessment survey, the research team first made questionnaires about resources and modified them through the opinions of personnel in Gangseo agency and community welfare council. The main contents of Gangseo local welfare resources survey are as follows:

Table 4  
Main contents of 2014 Gangseo resources survey

Categories	Contents
General information on facilities	Year of establishment, operating principals, facility/institution type, service type, personnel, budget, institutional location, regional characteristics
Linkage activities of organizations	Frequency and degree of association, linking partners, trusted facilities/institutions, priority and satisfaction with linked activities
Improvement of linked activities	Obstacles of associated activities, Improvement of associated activities
Planning-related	Required services are most needed to improve local welfare in Gangseo ward, the level of severity and response efforts in Gangseo community issues, Comments to be reflected in the local social welfare plan

**Step of local welfare resources survey.** Local welfare resources survey is conducted in the same manner as in the step of needs assessment survey. The research identifies existing resources using administrative data or statistical data resources research first before implementing survey. If existing data is not sufficient, the research can examine the state of welfare supply in the community through survey on welfare resources. A survey based on entire facilities and organizations is ideal to properly identify utilization of available resources in the community welfare. If it is difficult to conduct the survey, however, the survey can be conducted by interview with chief executives or representatives of organizations which were selected through proper sampling.

In 2014 Gangseo local welfare resources survey, 426 facilities were selected for survey sample among a total of 930 institution in Gangseo ward. The sample included all general social welfare agencies, facilities for the disabled, children and youth, women, mental health, community rehabilitation centers, and the elderly except the halls for the senior, and about 50% of day care center for infants and preschool children which were selected by stratified sampling method. Gangseo local welfare resources survey was conducted from June 16 to July 7. Using a web-based fax, the research team sent questionnaires about Gangseo resources to the facilities and organizations and confirmed responses through follow-up phone calls. The questionnaires are asked for directors or chief representatives to complete them. With low response rate, the research team received a total of 101 responses from welfare-related facilities and agencies in Gangseo ward. After excluding poor response cases and small facilities which had annual budget of less than 50 million won, a total of 82 responses were analyzed.

## CONCLUSION AND DISCUSSION

The study examined the methods of needs assessment and identification of resources in a community, with the example of Gangseo ward in Seoul, Korea. Needs assessment was conducted to understand the living condition of the local population and social welfare needs in accordance with the regional characteristics of the Gangseo ward. Analysis of resource in the community was performed to identify the capabilities of local welfare service delivery and feasible alternatives for efficient local welfare services and programs. The research team had many practical difficulties in the process of surveys on needs assessment and resources in Gangseo ward, and tried to find out viable strategies to overcome them. It is to be hoped that research methods and experiences provided in this study will be a handy guide to do some future research in planning and evaluating social programs and services.

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## TRANSFORMATION OF CIVIL SOCIETY ORGANIZATION IN ACEH

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### Abstract

There is significant change and different of the Civil Society Organization's (CSOs) movement in Aceh since 1998 related to peace building supporting. During the conflict, many efforts are being made to encourage ongoing peace process. It is marked by various activities of discussion, seminars, workshops even community assistancy also policies advocacy. Policy advocacy implemented in form of CSOs' protests against martial law in Aceh. Through human rights advocacy, CSO's involved in initial peace that facilitated by Henry Dunant Center. After earthquake and tsunami in 2004, CSO's in Aceh actively involved in rehabilitation and reconstruction process. Main activities are refugee's management and the disaster victim rights fulfillment. Post MoU Helsinki in 2005, there were CSOs which activities are advocacy the fulfilness victims of conflict rights, economic empowerment and policy advocacy as the derivatives of Peace Agreement. The important one was the formation process of the Law on Governance of Aceh (LoGA). This article will describe the transformations of the CSO in Aceh, both referring to the issues addressed and typology. These changes were linked to the condition during the period of conflict, and a post-tsunami and peace agreement. This article is written through literature's review, especially through various documents relating to CSOs in Aceh. The objective is to collect all information about the activities carried out by CSOs in Aceh for peace building.

**Keywords:** *Transformation, CSO, Conflict, Peacebuilding.*

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### INTRODUCTION

Celebration of peace agreement anniversary in Aceh, on August 15, 2014 ago was a sign that peace has lasted for 9 years now. The peace agreement between the Government of the Republic of Indonesia and the Free Aceh Movement (GAM), which was signed in Helsinki, Finland, on August 15, 2005, became the necessary momentum to drive changes in Aceh. This peace agreement known as the Helsinki MoU. The signing of this accord has ended the long armed conflict in Aceh and became a definite first step to build peace.

The agreement that took place, of course not happen instantly. It has gone through a long process supported by various parties, both internal and external. Internally, the supports were provided by prominent individuals and various elements in society, such as government, islamic scholars (*ulama*), academics, women's movements, professional groups, community organizations and other forms of civil society organizations (CSOs).

External supports to end the conflict in Aceh were also underway. One of them is through the presence of the Humanitarian Centre for Dialogue (HDC), a Swiss-based organization (Salemba Tengah Author Team, 2007). The results of a series of the facilitated talks between the GoI and GAM were 'Humanitarian Pause' agreement in mid-2000 and the Cessation of Hostilities Agreement (CoHA) in December 2002. All these accords never last long (Edward Aspinall and Harold Crouch, quoted by Salemba Tengah Author Team, 2007).

The Aceh conflict, especially during the period of the implementation of the Military Operations Area (DOM), has caused immense fatalities. At least, between 3800 to 5000 people lost their lives in various events that took place starting from 1991 to 1998 (Al-Chaidar, Sayed Mudhahar Ahmad, and Yarmen Dinamika, 1998). With the casualties inflicted, none of the warring parties wants to return into violent conflict, and certainly everybody hope to live together in peace (Sutoro Eko, 2012).

Efforts to end the conflict in Aceh have come to the surface since the collapse of the New Order. It can be seen over various encouraging agendas carried out by academics, students and various other institutions in the form of discussions, seminars, workshops, and even community assistance and policy advocacy. According to the Salemba Tengah Author Team (2007), the fall of Suharto in May 1998 was tied in with the disclosure of cases of human rights violations committed by his regime. In Aceh, the victims of DOM and their families have spoken out demanding that the perpetrators be brought to justice. Subsequently, under robust public pressure, armed forces commander General Wiranto apologized to the people of Aceh, revoked the status of 'military operation zone' at the beginning of August 1998, and promised to withdraw the notorious fierce non-organic troops from the province (Salemba Tengah Author Team, page 14).

In addition to the events of conflict, on December 26, 2004, Aceh suffered catastrophic earthquake and tsunami. The disaster has caused no less than 132 thousand people died and 37 thousand people missing out. It was also made a loss of about USD \$ 1.2 billions in productive sectors (source: UN IMS, 20 July 2005 in Afrizal Tjoetra and Ferry Yuniver, 2009).

When critical time has passed, CSOs in Aceh actively followed through various rehabilitation and reconstruction programs. Their main activities were concerning the handling of refugees and the fulfillment of the rights of disaster victims with supports they brought together from various institutions, both national and international. These interactions have an impact on the increase in their skill (activist become professional) and ability of managing funds and networks (Otto Syamsuddin Ishak, 2009).

During the process of rehabilitation and reconstruction in Aceh, so many types and kinds of programs were developed. In addition to rehabilitation of public facilities and infrastructure, people's livelihood, strengthening the capacity of government officials, there were also special programs developed to strengthen the capacity of CSOs. Donors developed various strategies for their program. Some of them carried out the program implementation by themselves, and some other carried it out through partnership with CSOs. All programs and projects with the involvement of CSOs, become a wealth of experience to the CSO itself, contributing proportionally to the increase in skills, which

ultimately is the seed capital for CSOs to engage in the future development of Aceh (Afrizal Tjoetra and Ferry Yuniver, 2009. page 3).

Then, what roles and agendas that can be carried out by CSOs in Aceh today? What support should be available to CSOs in Aceh in order to continue driving the changes in society? This paper is aimed to portray the transformation referring to the available documents. It is not intended to describe program and an activity carried out by certain organizations, but is associated with a general overview of the agenda that supports peace in Aceh.

**Challenges After Peace Agreement.** Post-peace agreement, of course, there were many devoted efforts to make changes, including efforts by CSOs in Aceh during the conflict and post-tsunami period, such as the enforcement of human rights, community empowerment, and policy advocacy. How to ensure the sustainability of peace in Aceh? This has become a major challenge for various components of the Acehnese people including CSOs, who has participated in the conflict period to encourage the birth of a peace agreement. Lili Hasanuddin (2009), to that end, stated that it is important for Aceh CSOs to build their orientation so as to determine their future roles. One of the orientations that can be built is to promote the establishment of democratic governance in Aceh.

Besides, according to Lambang Trijono (2009) that the main challenge at macro level in the implementation of the peace treaty, among others, present in institutional weakness, various parties distrust to the peace, many bullies or spoilers that do not want peace lasts, the absence of adequate leadership, weak coalition among political entities and civil to support of peace, and other obstacles related to the distribution of power (power sharing) after the agreement is reached, and a slow or ineffective socio-economic recovery at the community level (in Sutoro Eko & Afrizal Tjoetra, 2012. page 6).

The other challenge is related to peacebuilding itself. The implementation of the peace accord was not necessarily mean that it would resolve all the problems that exist in society, despite the advances along with democratization and development continue to apply. Referring Sutoro (2012) that horizontally Aceh does not present any open conflict between religious or inter-ethnic and inter sub-ethnic, but the atmosphere of sorting society (divided society) based on political affiliation was a strong line.

The changing of political conditions and government, much reduction of aid from donors, as well as various experience and skills of so many CSOs has been a challenge for CSOs in Aceh now to ensure what roles and issues suit them most.

Concept of Conflict Transformation and Civil Society Organizations (CSO). Generally, in this section we will discuss about the two concepts, i.e. the concept of conflict transformation and CSO. However, we will briefly discuss about conflict and peace to support our understanding of conflict transformation.

**Conflict and Peace.** Conflict is a common situation in human life. According to Lederach (2003), conflict is a normal condition in human relationships and it functions as a motor of change. Moreover, Novri (2009) says that conflict can take place at

different scales such as conflict between the people (interpersonal conflict), conflicts between groups (intergroup conflict), conflicts between groups with the state (vertical conflict), as well as interstate conflicts. Each scale has a background and the direction of its development. Conflicts that managed wisely will encourage dynamic social processes and changes without violence. Nevertheless, in the world history conflict often followed by forms of violence, such as war and killing.

Johan Galtung (1969) stated that peace can be divided into two parts, namely negative peace and positive peace. Negative peace is a situation where there is no war. Positive peace is a situation when there is no violence (either direct violence, structural violence, or cultural violence). In short, the main characters of negative peace and positive peace can be summarized as follows: negative peace means the absence of violence, pessimistic, curative, and not always achieved by peaceful means. Whereas positive peace means structural integration, is optimistic, preventive and achieved with peaceful means.

Peace is a process that must be followed to manage conflict. In line with Kamarulzaman Askandar (2008) that peace is a process. Peace is not only the ultimate goal to be achieved but also a road map to provide directions to the next trip. Successful or not achieving the final goal, which is also a real peace, will depend on how the map is drawn and journey traveled.

Furthermore, Sutoro (2012) stated that many of the next generation of scientists have greeted and expanded the Galtung's basic understanding on positive peace. Harris and Morrison (2004), for example, understanding the positive peace includes the sense of standard of justice, more balanced life, the presence of citizen participation in the administration of the state. Peace in this sense includes also the pattern of cooperation for conflict resolution, respect for justice, the fulfillment of basic needs, respect for human rights, as well as appreciate the humanity without any prejudice and discrimination (Sutoro Eko, 2012. page 8).

Additionally, CE Miller (2005) in Sutoro (2012) defines peace as a political condition that can ensure justice and social stability through formal and official institutions as well as through the practices and norms. Several conditions must be met in order to achieve positive peace include: (a) The balance of political power among various groups within an organization, community, region, or the world; (b) The legitimacy for decision makers and implementers in the eyes of each group, as well as people from outside parties, duly supported by transparency and accountability; (c) The interdependence relationship is recognized and appreciated in the group, in the long-term development cooperation during the period of agreement, disagreement and crisis normality; (d) Reliable and trustworthy institution to resolve conflicts; (e) Equality and mutual respect, in practice, within and / or without the group, and in accordance with international standards; (f) An understanding of the rights, interests, intentions, or goals, as well as flexibility in the event of a discrepancy.

After that, Sutoro (2012) stated that common understanding about the meaning and purpose of positive peace would set initial steps in peace process: the peacemaking, peacekeeping and peacebuilding. Helsinki MoU in 2005 between the GoI and GAM

was a form of peacemaking that stop the conflict, thus making the new agreement as the foundation for sustainable peace in a new order of mutual respect. The sign agreement soon followed by army withdrawal, disarmament, socialization, and other activities carried out by international agencies and local governments and CSOs, of which were called peacekeeping. While peacebuilding, which is usually main focus of attention in a lot of peace literatures, is a long-term and sustainable process to build positive peace.

**Concept of Conflict Transformation.** The concept of conflict transformation can be interpreted as efforts to reduce violence and improve justice. According to Lederach (2003) conflict transformation can be read as an opportunity to respond to the rise and fall of social conflict to bring about constructive change processes to increase justice in direct interaction and social structures, and respond to problems in the life of society.

John Paul Lederach (1997) mentions two key concepts that must be present to establish peace from a conflict, firstly transformation and secondly sustainability. Transformation is meant a change from one state to another state. In the way of conflict, conflict transformation means a movement from latent stage into confrontation stage, then move towards stage of negotiations and changing into a dynamic conflict and ultimately achieve a peaceful relationship. While sustainability shows the attention given not only to produce a single movement, but also creates a pro-active process that is able by itself to develop the all-time environment of peace instead of a malignant condition.

Furthermore, Lederach (1997) states that conflict transformation is an important step that goes beyond the conflict resolution. The essence of conflict transformation refers to changes that can be understood in two main ways—descriptively and prescriptively—through four-dimensional i.e. personals, relationships, structure and culture.

Next, Lederach (1997) states that descriptive mean the transformation refers to a state of conflict or social conditions that produced by conflict. In this context the word transformation is used to describe a general change generated by social conflicts and specific patterns that follow. While in the prescriptive, transformation implies deliberate intervention to change the appearance of a conflict.

Referring Reimann (2001) in Lukman (2007), states that conflict transformation refers to the results, processes and structures aimed at sustainable peace-building efforts, which intended seriously to tackle the culture and structure of violence. Conflict transformation is an unlimited, long term and dynamic processes which significantly widens the scope of the actors involved.

Since the UN Secretary-General Boutros Boutros-Ghali (1992) announced the agenda for peace, peace building theory and practice is growing. Through the agenda, Boutros Boutros-Ghali expressed that peace building include the following activities: preventive diplomacy, peacemaking, peacekeeping, and post-conflict peacebuilding.

Furthermore, the World Bank study (2006) and Kusnanto Anggoro (2009) has provided a map of the four streams that often used to build peace. One of them is the stream of conflict transformation. Transformation concept pursued to reach not only the actors involved in the conflict, but also the space in which they are located. Through this

concept, it is expected that the process will eventually begin the formation of a new society that no longer carry the burden of the past, has the desire to spin coherence future, and basing the new social relations in tune with the transformation journey itself. The initial step to take is to push for reconciliation in society (Sutoro, 2012. page 10).

**Concept of CSO and its Development in Aceh.** Civil society is the context or arena, where a person becomes conscious, politically aware person when it became part of the civil society. The works are to make a change and make history. There are many CSOs existed before 1990, with many different characters such as local, communal, religious, or political party under-bow. Nevertheless, that was the time when NGOs emerged and began to be known (Otto Syamsuddin Ishak, 2009, page 71).

According to experts, the term of civil society or civil society organizations (CSOs) widely has two main meanings. Firstly, civil society refers to the term civilized, which means good society. Secondly, civil society is defined as people who are associated with each other in various objectives, based on the good and the bad, violence and non-violence (Yappika, 2002, page 3).

Until now, CSO is understood in various ways. In general, CSOs are defined as social organizations that are divided into mass organizations, people's organizations, professional organizations, community organizations, and Non-Government Organizations (NGO). The term of CSO is considered as a "third sector" institution, which is different from government agencies and entrepreneurial or business institutions (Chairul Fahmi, et.all, 2014: 8).

Other views, as expressed by CIVICUS, cited by Abdi Suryaningati (2003), that is: "An arena, which is different from the state and the market, in which members of the community groups and interact with each other to define, declare, and encourage the values, rights and their interests".

In addition, Larry Diamond (1994) in Adi Suryadi Culla (2006) states that the concept of civil society is essentially the concept of independent or autonomous communities. A number of important characteristics of it refer to the main features, namely autonomy in politics when dealing with the state, self-reliance (self-supporting), and self-generating.

For reference, Culla (2006) describes the concept of civil society in the following figure:

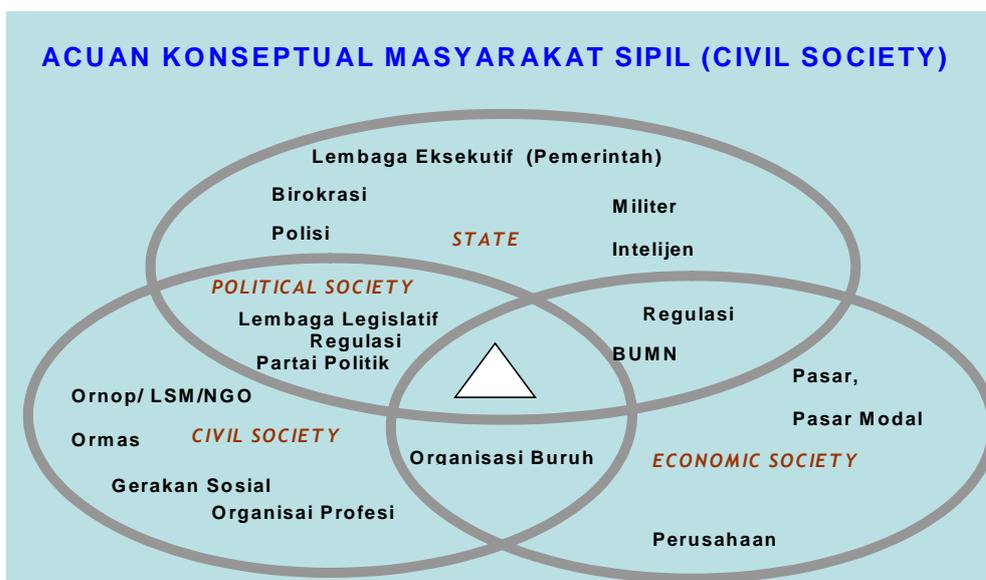


Figure 1. Civil Society Conceptual Reference  
Adi Suryadi Culla (2006: 72)

Referring to the concept above, it is understood that the existence of CSOs in Aceh (especially NGO component) is not something new. According to Tabrani Yunis (2000) and Lili Hasanuddin (2009), the embryos of CSOs in Aceh has been there before the 1970s with the presence of religious organizations and Islamic boarding schools (*dayah/pesantren*), which addressing the people's problems through education and improvement of people's income.

Next, Lili Hasanuddin (2009) stated that the development of non-religious CSOs in Aceh began to take place in the period of the 1980s, which was initiated by the academics/campus. Establishment of NGOs in Aceh at that time was motivated by idealism or purpose to improve rural people's lives in poor and marginal. During that period, the works of NGOs were mainly empowering the poor through charitable activities, as well as income generating activities, vocational education and those addressing the problems of poverty. However, when development activities have brought negative impacts on the people's lives and environmental damage, NGOs began to voice out environmental cases facing by communities. However, the voices were often not as loud as elsewhere in the Indonesian archipelago given that Aceh was under armed conflict situation.

Conflict situations, in a certain degree, actually put pressure on CSOs in Aceh. However, CSOs gait persists, even actively involved in peace processes, such as the efforts on enforcement of Human Rights that voiced out by Forum LSM Aceh, Aceh NGO Coalition on Human Rights, the Human Rights Care Forum, as well as the Aceh Gender Transformation Working Group (KKTG). Then, the effort was became more extensive with the cooperation between CSOs and student organizations in advocating the abolishment of the DOM military operations. According to Chairul et.al (2014), one

of the most significant buffer action organization at that moment was the Student Solidarity for the People (SMUR).

Post-peace agreement, CSOs in Aceh actively disseminate Helsinki MoU to the public, as did by the Banda Aceh Legal Aid Institute (LBH) and Aceh NGOs Forum with its network. Furthermore, they advocated the drafting of the Law on Governance of Aceh (LoGA), which was conducted by the Aceh Democracy Network (JDA).

Aceh Democracy Network (JDA) consists of several institutions in Aceh as well as national institutions (Jakarta). In addition to proceed to obtain the support of the community, CSOs in Aceh and their supporting institutions also convey the concept of the draft legislation. This is in accordance with Ferry Mursyidan Baldan (2007) which states that although there were three drafts made by three universities and a draft of the GAM, secretly an NGO calling itself the Achehnese Civil Society Task Force (ACSTF) also has its own draft. The resulting NGO's draft has some differences with the drafts either made by the Aceh Parliament or by the Provincial Government.

The RUUPA (LoGA) bill was the highest in gaining public attention. The advocacy process control was arguably the most massive and well organized "under current democratic movement" throughout 2006 in Indonesia. While other regions in Indonesia were lethargic under the overwhelming political oligarchy pressure, the penetration of capitals and repression of military apparatus or a combination of these elements, in Aceh, attention and political engagement of the people is increasing instead. The results achieved by civil society movement in Aceh is actually a provision essential to control the peace process and uphold the people's sovereignty (Salemba Tengah Author Team, 2007).

The policy advocacy experience also shows how the CSOs in Aceh successfully develop synergies with CSOs outside of Aceh and non-CSOs actors without losing its identity as the critical entity addressing problems of development (Lili Hasanuddin, 2009).

## DISCUSSION

**The Role and Position of Aceh CSOs in Post Conflict Time.** After the signing of the Helsinki MoU and tsunami, CSOs in Aceh is more focused on issues of humanity and peace. Main activities undertaken were related to the fulfillment of the rights of the community in the rehabilitation, reconstruction and reintegration. Efforts they made were supported by various organizations, both nationally and internationally.

The involvement of Aceh CSOs in these issues has brought benefits to the people who get assisted through the implemented programs. It also increased the expertise of human resources who involved in the implementation of the program, and the capacity in management of funds, as well as national and international networks.

In the period of peace-building, the most prominent role of CSOs was to prevent new conflict trigger-factors from emerging. Efforts were made through dialogue to handle sensitive issues, such as the issue of good and transparent governance, policy development, management of conflict victims and the fulfillment of Human Rights for victims of the conflict during the DOM military operation. One of the prominent efforts is the advocacy on the drafting of the Qanun for Truth and Reconciliation Commission. In addition, various activities such as community economic empowerment, encouraging good environmental management, improvement of basic services, public access to information, as well as women's group empowerment, become important to support peace-building efforts.

However, as said by Otto Syamsuddin Ishak (2009), CSOs in Aceh needs to do reflection in order to re-orient themselves for the future. In order to do that, of course, they should taking into account the experiences during the time of DOM and post-DOM (CSOs role as a strategic political force), during the periods of development and peace (CSOs as human resources) and democratic system that has changed (CSOs as human resources).

Based on the description above, it can be stated that the transformation of CSOs in Aceh has distinctive dynamics. With regard to the track of the Aceh conflict, it is certain that CSOs in Aceh has gone through strong pressure to evolve. Likewise, if it is associated with the tsunami and earthquake disaster, many of CSO activists in Aceh become the victims.

However, to date, many efforts have been made by the CSOs in Aceh. This process should have the support of stakeholders to maintain the process of change continues. At least, there are three things that make CSOs in Aceh actively take the role in supporting realization of peace, including post-conflict peace building, as the followings:

Firstly: various CSOs efforts in Aceh at the time of the conflict and post tsunami recovery have developed in line with its dynamics despite of pressure by coercive policies under the New Order regime and conflict situation in Aceh. It is believed that Aceh CSOs have different dynamics with CSOs of other regions of the archipelago. In fact there is classification of CSOs in Aceh in accordance with its various abilities and contributions. CSOs classification in Aceh means to ensure its contributions in the community, so that diverse efforts made will not be a negation by one organization to another, whether those viewed as charity, development or transformative.

Secondly: CSOs are different from the state and private. These differences facilitated the efforts made to support peace building in Aceh. However, CSOs have close relationships with policy makers and private sector and at the same time still keeping their main characteristic, specifically autonomous in politics when dealing with the state and private (political autonomy), self-reliance (self-supporting), and self-generating.

Effective CSOs relationships with stakeholders have influenced the results of various policy-making for peace building, such as the formation of the LoGA. In fact, according to Afrizal Tjoetra and Ferry Yuniver (2009), this interaction remained until the formation of several other Qanun as necessary rules derived from the LoGA. This

process also occurs during the handling of post-disaster, particularly in terms of supporting the synergy between policy makers, private sector actors, as well as active community participation in peace-building.

Thirdly: peace building process in Aceh requires the involvement of many actors with different functions. Referring Lederach (1997), can be determined that there are three levels of leadership which has an important role in peacebuilding. Three levels of actors in question is policy-makers (top-level leadership), medium group (middle range leadership), and community (grassroot leadership).

Thus, effective contribution of CSOs in Aceh will take place when there is support from the state, mainly in terms of assurance on active community participation in the process of development planning, implementation and monitoring. In addition, support from the market has to be obtained for sustaining the efforts of the CSOs in Aceh. It is associated with a range of experience gained during the conflict and post-tsunami recovery which could be lessons learned so that the role taken will go well with the changing circumstances, both internal and external environment.

In addition, CSOs can take the role of filling in the gap or creating new agenda in post conflict times. This refers to Kusnanto Anggoro (2009) who said that civil society can fill the empty space or in certain circumstances to create a new space that is not implemented by the state and cannot be established solely by general public.

According to Lambang Trijono (2009), the talks about the role of civil society in peace-building can be started by learning in the context. Indonesia is very rich in independent, non-partisan and pro-peace CSOs, but not all working with agenda of peace. At least, it has developed three generations of the CSOs in the field of peace since the time of the reform in terms of orientation and action agenda in peace activities. Firstly, the first generation of civil organizations engaged in humanitarian, providing humanitarian aid in conflict areas, particularly religious CSOs. Secondly, civil organizations oriented in prevention and conflict resolution, practically providing training and workshops on conflict resolution, facilitating various parties in the conflict areas in the prevention and conflict resolution capacity building. And, thirdly, third-generation of civil organizations, their number is still undersized, oriented on the long-term peace building, integrating peacebuilding with democracy and improving the quality of development policy to meet the basic needs and rights of citizens, as an effort to address the sources of conflict and violence in the community.

This third generation of CSOs was flourishing in Aceh. They become the power of civil society since they are consisted of educated people either from formal education or community organizations, who have moral integrity, critical, civilized and forward visionary (Sutoro Eko et al. 2009). CSOs gaits have been longstanding with a variety of concentrations, such as economic empowerment, strengthening of democracy and peace, and support for good and clean governance (Sutoro Eko, 2012). This effort will be accomplished if the CSOs in Aceh willing to improve their institutional management to adapt with the development of support and issues that taking place in the external environments.

The role of CSOs in Aceh should refer to the rate of change that took place. Ideally, according to Saiful Mahdi (2011) in Chairul et.al (2014), CSOs play the role as a school of democracy in which people learn to think and act democratically, accept diversity and pluralism, mutual acceptance and compromise, as well as build mutual trust and cooperation. CSOs as advocacy organizations can influence government policy to increase community bargaining position and use official channels in encouraging debate or political decision making openly, freely and fairly. Thus, building an organization that can act independently and be ready to deal with the government, either in support or influence policy, is one of the main instruments in the process of democratization.

Agenda of CSOs in Aceh can refer to the formulation of policy and ensure its implementation in order to encourage good, clean and transparent governance, increase public participation in the development, ensuring and widening public access to information, improving the welfare of living through the fulfillment of basic services and economic development programs for the victims of conflict and tsunami, and other community groups.

Various agendas and efforts will be effective with the existence of supportive policies and adequate funding. Regarding policy, the LoGA have included the intended provisions but has not been followed by a mechanism that can be agreed upon and implemented together. With regard to funding, the implementation of the Aceh Economic Development Financing Facility (AEDFF) program can be taken as the lesson learned and implemented with the current conditions and needs. The Government of Aceh can build a new formula in the development with active involvement of stakeholders, comprised of the state, market participants and CSOs components.

Therefore, CSOs in Aceh must quickly find a role and strategic issues that can be implemented in order to contribute effectively in peace building. Therefore, internally CSOs in Aceh should obtain a good support to be able to manage the number and capacity of its human resources, institutional health, issues and adequate funding support. With regard to external support, Aceh CSOs should attain with respect to supporting policies, positive relationships with policy makers and broad public support over various agenda in conflict and post-tsunami period which has not been completed.

## CONCLUSION

Based on the above, it can be concluded that civil society and all of the created organizations were the results of networking and complex social relationships. The meaning of civil society and civil society organizations (CSOs), according to experts, become one term to support the change. In principle, CSOs were different with the state and the market. However, building synergies among CSOs, the state and the market becomes essential to ensure sustainable peace building.

In the peace-building process, CSOs in Aceh is very important to increase the internal capacity, transparent management of the institution, as well as improving inter-institution relationship. Subsequently, CSO activists in Aceh can continue and expand

positive experience for collaboration with stakeholders. For example, the experience in driving the revocation status of the DOM military operation, encouraging peace process, as well as support in the drafting and adoption of the LoGA. This will increase the trust of stakeholders towards CSO efforts in Aceh. Additionally, in post-conflict time, the role of CSOs is also guaranteed through legislation, particularly by the LoGA. Then, it is also important to look after the existing relationships at both national and international levels to support peace building.

Changing from conflict to peace, should also be followed with the transformation of the role and issues of CSO in Aceh. Some experts said that CSOs have a strategic role for peace-building. With its advantages and disadvantages, CSOs can move across sectors or tracks and do different attempt either in at micro or macro levels. If prior to the Helsinki MoU, CSOs took confrontational approach against policy makers then it is very important now to consider a different approach. In addition to expanding the level of trust of stakeholders, CSOs in Aceh can use a participatory approach. This condition becomes its own dynamics for CSOs to contribute in the peace building.

In order to acquire wide support for implementation of the agenda, citing the above expression, it is better for Aceh CSOs to encourage the drawing of a road map of peace building in Aceh. This roadmap should be designed through participatory processes and the result can be used in a sustainable manner.

### **Acknowledgements**

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## **GOOD GOVERNANCE AND PUBLIC PARTICIPATION: THE CASE OF THE SECOND PENANG BRIDGE**

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### **Abstract**

Public participation is essential to the achievement of good governance because it facilitates government's legitimacy, accountability, competency and respect for laws that protect the rights of citizens. This is because public participation enables citizens to have a say in governmental projects and programmes that affect the quality of their lives by ensuring that the projects and programmes proposed meet the needs of the community as well as increasing the level of its cohesiveness and wellbeing. This paper examines and discusses public participation in the context of the construction of the Penang Second Bridge – a major infrastructure project by getting the views of the different community groups affected; comprising fishermen, public agencies, community groups' leaders, NGOs as well as Members of Parliament and Penang State Legislative Assembly through a qualitative research method. Findings show that different levels of public participation have taken place; the most being at the upper rungs of the political, economic and social ladders. While more public participation should be undertaken at the grassroots level, respondents acknowledged that this could complicate the formulation and implementation of the project because of the structural problems of governance, the levels of interest juxtaposition and political sophistication within the affected community.

***Keywords:** good governance, public participation, Second Penang Bridge.*

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### **INTRODUCTION**

The idea of building the Second Penang Bridge (SPB) can be attributed to the fourth Prime Minister of Malaysia, Tun Dr Mahathir Bin Mohammad. Launched under the Ninth Malaysian Plan in 2006, the Second Penang Bridge project gives people the option of choosing an alternative route to Penang Island from the mainland, and vice versa. The bridge is also supposed to spur socio-economic development and growth in the Northern Corridor Economic Region (NCER) comprising 21 districts in the states of Perlis, Kedah, Perak and Penang by making these districts attractive for investment, employment, residence and recreation. The areas directly affected by the construction of the bridge in Penang are Seri Jerejak, Batu Maung, Telok Tempoyak, Bukit Tambun,

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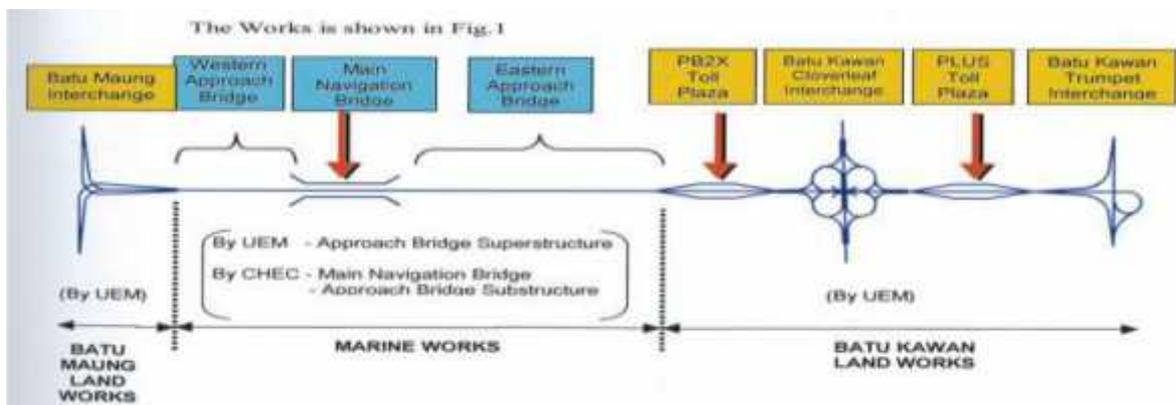
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Batu Kawan and Changkat. The construction of the Second Bridge will also make Penang a logistical and transportation hub in line with the Penang 2005 – 2020 Structural Plan. The improvement to the logistical system will further enhance trade effectiveness as it will be easier and faster to reach the free trade and industrial areas in Bayan Lepas, as well as in facilitating the dispatch of goods to the Penang International Airport. This is because the Second Bridge is directly connected to the North-South Highway via Exit 2201 and the Sungai Juru Interchange via Exit 2202 on the mainland. Exit 2203 on the island will connect the Second Bridge to the Tun Dr. Lim Chong Eu expressway heading towards Georgetown, as well as Batu Maung itself. It is also envisaged that the construction of the Second Bridge will also reduce the ever increasing traffic congestion and load currently borne by the First Penang Bridge. Figure 1 shows the overall layout of the project.



Source: JKSB

Figure 1. Overall project layout

The concessionaire responsible for its construction, management, operation and maintenance is Jambatan Kedua Sdn Bhd (JKSB), which is wholly owned by the Minister of Finance Incorporated. The construction of the bridge was undertaken by UEM Builders Sdn Bhd, a subsidiary of the UEM Group Malaysia, as well as China Harbour Engineering Company (CHEC), a subsidiary of the China Construction & Communications Group (CCCC); a process which began in November 2008 and was completed in February 2014.



Source: JKSB

Figure 2. Photo Map of the Second Penang Bridge

The bridge is installed with High Damping Natural Rubber (HDNR) bearing that enables movements to occur; thus enabling it to withstand earthquakes of up to 7.5 on the Richter scale. The bridge is named after Tuanku Abdul Halim Muadzam Shah, the Sultan of Kedah and the reigning Yang di-Pertuan Agong (Head of State of Malaysia), and was officially opened at 12:00 am on 2 March, 2014 by the Prime Minister Datuk Seri Najib Tun Razak. Photo 2 shows The Second Penang Bridge.



Source: JKSB

Figure 3. The Second Penang Bridge.

**Good Governance and Public Participation.** In the context of this article, governance is a process that entails organising, directing, coordinating and combining the efforts of the different components of the machinery of government in the decision-making and implementing of public policies and programmes. However it is imperative that the policies and programmes formulated and implemented enhance and promote the cohesiveness, welfare and wellbeing of the groups and communities that they are supposed to serve; thus the importance of good governance. According to the Good Governance Guide (2012:7) the processes of decision-making must have several key characteristics so that the processes could be the “best possible” processes used; the characteristics being “transparent”, abiding by “the rule of law, responsive, equitable and inclusive, effective and efficient” as well as “participatory”. Public participation is chosen as the focus of discussion of this article because in this case, the construction of a major infrastructure project would have direct impacts on the communities and groups living in the affected areas; hence they should be able to participate in the design and implementation relating to the project from the beginning until the end. However continuous public participation would be even more beneficial as this will enable policy makers to better relate to the projects or programs that have been implemented. Indeed by taking the views of those affected into account, the government could secure better commitment and support for projects and programs implemented whilst improving the quality of the implementation processes (IFAD, 2009). As an important and fundamental element of representative democracy, several models of public participation have been espoused by political and social scientists to explain and enhance the relations between the government and the citizens. For example Arnstein (1969) conceptualizes public participation in terms of a ladder of participation whereby those at the bottom of the ladder do not participate at all while those at the top have the highest level of participation. Moreover public participation empowers the citizens by providing them with the means to be included in policy and decision-making; hence enabling them to air their concerns, needs and values for incorporation into these processes (Arnstein, 1969 and Creighton, 2005). However those who oppose public participation cite time and money limitations that lead to inefficient decision-making; a situation that is compounded by citizens being not savvy enough to appreciate the complexity of the processes of decision-making (Involve, 2005; Surowiecki, 2004).

## METHODOLOGY

This research employs a qualitative research method, namely in-depth interviews. Qualitative data was gathered from fishermen, government officers from implementing agencies, non-governmental organizations and local community leaders. Snowball sampling was utilized to identify the fishermen respondents whereby identification was made from a list of fishermen obtained from the Local Fishermen’s Association (PNK) and the Fisheries Development Authority of Malaysia (LKIM). The selection of local community leaders and government officers in the respective implementing agencies was made by using the purposive sampling technique. Content analysis was used for analysing qualitative data. The timeframe chosen was 2008 being when construction of the bridge began, and 2014 being when the construction of the bridge was completed. Additional data was obtained from the Ninth Malaysia Plan,

annual and other LKIM reports and articles, as well as printed and electronic media reports.

## FINDINGS AND DISCUSSIONS

In order to achieve the multiple social and economic objectives through the construction of the SPB, numerous efforts to inform and consult the direct beneficiaries, community leaders, NGOs, implementing agencies, residence and local associations, business entities, politicians and political parties at both the state and federal levels have been undertaken by the federal and state governments as well as the concessionaire concerned. Prior to the construction of the bridge, members of the public were informed of the federal government's intention of building it by the Ninth Malaysia Plan in 2006. Indeed the building of the bridge would be in tandem with Penang 2005 – 2020 Structural Plan's intentions of making the state into a logistical and transportation hub. High level discussions were undertaken at the national and international levels with regard to the selection of local and international construction companies that would be responsible for the construction of the bridge; whereby UEM Builders Sdn Bhd, a subsidiary of the UEM Group Malaysia, as well as China Harbour Engineering Company (CHEC), a subsidiary of the China Construction & Communications Group (CCCC) were chosen for the task after taking into consideration the relatively unsheltered location of the bridge and CHEC's expertise at constructing bridges installed with High Damping Natural Rubber (HDNR). Construction tasks between UEM and CHEC were also clearly specified. JKSB as the concessionaire was involved in discussions and negotiations over issues of land acquisition in the areas affected as well the compensations and prices paid to landowners. Discussions and consultations were also undertaken with Members of Parliament and Members of the State Legislative Assembly, local councils and district officers as to the land works and road works required.

As the construction of the bridge also involved marine works, various Area Fishermen Associations (PNK), local leaders such as *penghulu mukim* (district headmen), Pertubuhan Islam Pulau Pinang and LKIM were also consulted. The discussions held between JKSB and fishermen as well as residents in the affected areas enabled problems arising out of the construction of the bridge to be identified and addressed. For example, the contractor responsible for marine works had disposed mud dug out from the sea bed for piling purposes at Pulau Kendi; thus adversely affecting the amount of fishes, shrimps, crabs and clams caught (*Bernama*, 17 February 2010). Other marine works activities had resulted in floating construction debris, hard objects and steel drums that had damaged their boats, fishing vessels and engines (*Utusan Malaysia*, 3 October 2008). As a result the fishermen whose livelihoods were adversely affected by the construction of PSB had been given monetary consolations amounting to RM 1.8 million that was disbursed by the LKIM. As the fishermen in the affected areas had had to go farther afield during the construction period, those belonging to the Area Fishermen Association of Southern Penang (PNK Pulau Pinang Selatan) were the heaviest users of subsidised vessels and diesels compared to members of other PNKs in Penang (LKIM, 2013).

After the bridge is completed, local community leaders have reported of the increased incidence of the sale of ancestral land by villagers; thus resulting in the loss of traditional villages. The bridge has also led to the construction of high end houses and condominiums mushrooming in the affected areas; leading to the marginalization of local people who could not afford to buy them. As these types of properties are bought by wealthy outsiders, local communities have been divided and inter-ethnic relations have deteriorated. The extensive construction of these high end properties has also led to the inability of the drainage system to cope with the increased demands, resulting in flash floods that inconvenienced those living outside their perimeters.

Although respondents agree that the construction of SPB has brought about increased employment opportunities and incomes, infrastructure improvement as well as the reduction of traffic congestion, they have also noted an increase in illegal immigration, rising crime rates, the loss of ancestral land, the competition in getting jobs, as well as the extinction of the traditional culture and the environment.

Findings also show that different types and levels of public participation have taken place; the most being at the upper rungs of the political, economic and social ladders. While more public participation should have been undertaken at the grassroots level, the extent of the ripple effects socially and economically could not be accurately ascertained by those consulted; thus resulting in unanticipated problems that could not be pre-empted. Respondents also acknowledged that whilst public participation is important, extensive public participation could complicate the formulation and implementation of the project because of the structural problems of governance as well as the levels of interest juxtaposition that exist within the affected communities. Moreover some segments of the affected communities do not have the required skills, expertise and resources as well as the political sophistication needed to achieve the impact that they desire through the avenues of participation available to them; thus significantly influencing the level of good governance attained.

## CONCLUSION

There is no doubt that public participation is very important for the attainment of good governance. The PSB case study illustrates that the timing of public participation, the level at which participation is conducted (high, medium or lower end of the participation ladder), as well as the representativeness of those consulted of the compositions and interests of their respective groups, have a significant influence on the quality and outcome of public participation. However the stratified nature of decision-making, the structural problems of governance, as well as the level of commitment and resources needed to make public participation really matter in both form and substance means that more substantive efforts must be made by all segments of the community, the federal and state governments and the administrative machineries so that public participation can truly be the effective cornerstone of good governance.

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## COMMUNITY-BASED SOCIAL WELFARE PLANNING OF SOUTH KOREA: CASES OF THREE LOCAL GOVERNMENTS

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### THE PURPOSE AND NECESSITY OF THIS STUDY.

Community development in Korea began in the 1970s, and it was driven strategically through “the *new community (Saemaul) movement*” in the 1970s and 80s. Since the establishment of a local self-governing system in the mid of 90s, local governments increasingly created long- and short-term plans for the social welfare sector (Ryu, 2002).

The late President Roh’s government’s policy to decentralize governmental functions led 67 social service projects relocated to local areas as of 2003, when the Social Welfare Services Act was amended to promote decentralization of social welfare functions of the central government. Based on such legal basis, first time in history a community-based social welfare planning (CBSWP) was completed at 234 local governments, 16 cities and provinces.

From the public policy perspective, the CBSWP is a primary, comprehensive and strategic planning to achieve the goals and visions of the community as well as a concrete implementation scheme (Cheong & Choi, 2014).

The purpose of adopting the CBSWP is to increase the participation of private sectors in social services to efficiently and systematically utilize community resources by strengthening the roles of the community as a service provider, its liability and autonomy (Ministry of Health and Welfare, 2006; Kim, 2009; Lee, 2014). Therefore it is required to understand the characteristics of the community, the needs of the residents, and existing resources when initiating the CBSWP.

So far, social welfare practices have been rather narrowly interpreted by the local and central governments, however the cooperation between public and private sectors became more important in response to changing social environment where the social services began to assume more of a universal nature in terms of goals and coverage (Park, 2008).

As the demands for social welfare services became diversified, an institutional foundation that enables the establishment and implementation of an overall, systematic long-term plans is required to cover those needs.

Many previous research findings indicate the weaknesses of the CBSWP. The weaknesses indicated in the previous research can be roughly categorized into three

parts as follows: 1) the process 2) the contents 3) the implementation.

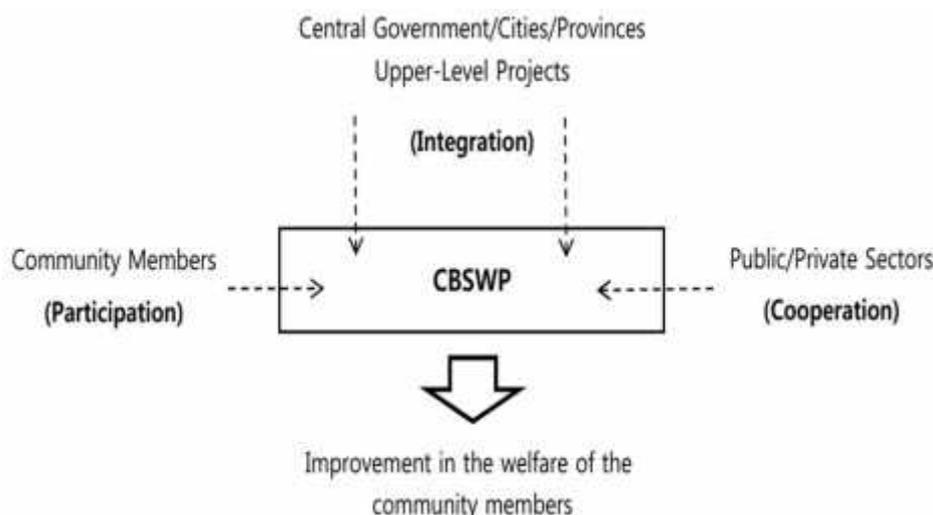
- 1) Structural weaknesses related to the competence and frequent relocation of human resources in the public sector (Park, 2007). Excessive dependency on outsourcing agencies (Park, 2007; Cho, 2011), the lack of residents' participation, role conflicts between provincial and local governments were another limitations.
- 2) Criticisms for merely restructuring existing services rather than overhauling them. Problems related to lack of finances; difficulties in building infrastructures and the service delivery system (Hahm, Park & Ryu, 2012).
- 3) Shortage of budgets, difficulties in coordination and collaboration among departments in local governments (Kim, 2006) leading to disparities among local governments (Cheong, 2014).

This study aims to make a comprehensive analysis not only on the limitations/weaknesses and problems of the CBSWP as well as its contributions in improving the welfare of the community members which indeed is the goal of the planning. For this purpose, researchers analyzed three cases of local governments. In fact, these cases have been evaluated excellent in comparing other cases.

## WHAT IS THE COMMUNITY-BASED SOCIAL WELFARE PLANNING?

### 1. Purpose

The purpose of CBSWP is to promote integration, participation and cooperation at community levels. It consists of three dimensions as shown in Figure 1 below.



Source: Community-based Social Welfare Planning and Evaluation Manual, Jan 09, Ministry of Health and Welfare.

Figure 1. Three Dimensions of CBSWP

### 2. Process

CBSWP is a mid- to long-term planning which should be completed every four years

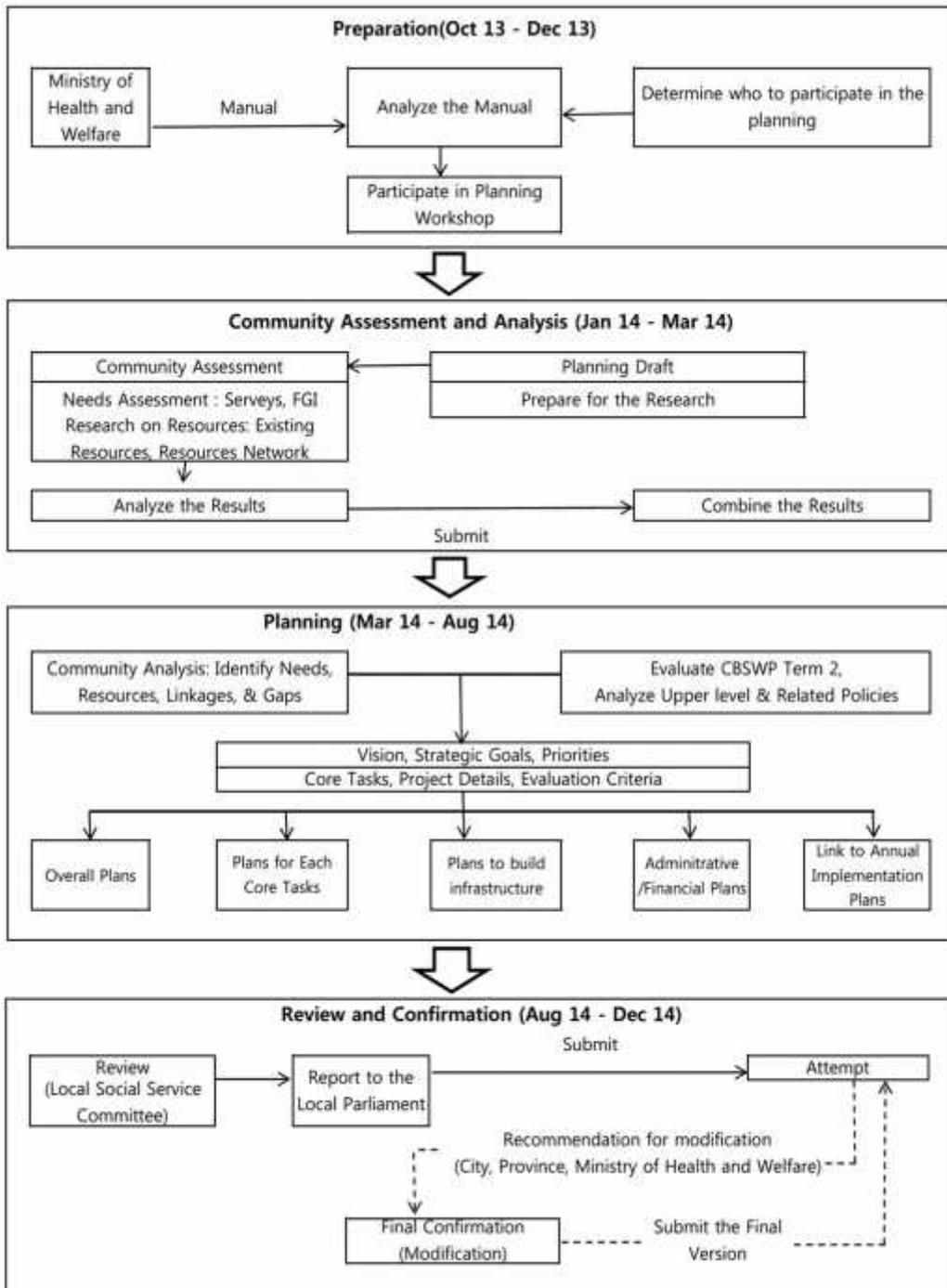
mandatory, and for its implementation it is required to make an annual action plan each year. The planning process consists of three steps: evaluation on the past year, setting up of implementation plans for the very year, and planning for the upcoming year. In the last year of the four year term, an additional process is needed, which is to plan for the next four years.

(1) Moreover, in the following year after the end of any four year term, it is required to execute an evaluation of the previous four years. This process is identical to that of CBSWP. Table 1 shows the details of the planning process.

Table 1  
Overview of CBSWP Term 3 (Summary)

Items	Details	Related Legislation
Planning Entity	- Cities and provinces: Department in charge, Social Welfare Committee - Cities, Districts: Department in charge, Social Welfare Coordination Committee - (External) Expert Organizations: Needs Assessment Survey and etc.	
Liability	Governors and Mayors	
Goals	Integration, Participation, Cooperation	
Principles	Locality, Scientificness, Consistency, Implementability	
Planning process and Submission	Preparation (Public notices)    Needs and Resources Assessment    Draft Review, Confirmation    Submission    Public Hearing Integration of Recommendations	
Contents	- Needs Assessment and Prospects - Sourcing and Delivery of Welfare Resources - Measures to Provide Linkages of Services - Any Other Necessities - Delivery System - Provision Measures (Long and Short Term) - Residents' Participation - Related Statistical Data	Social Welfare Services Act 15:4
Aspects to Consider	- Meets National Policy Direction - Maintains Consistency Between Related Policies - Strategic and Action Plans at Community Level - Reflects Regional Characteristics	Social Welfare Services Act 15:5
Modification	- Reason: Unpredictable Changes in Welfare Arena - Process: Review of the Local Social Service Committee - Report System of the Changes: Cities and Districts Cities and Provinces Ministry of Health and Welfare - Reflection of the Changes on the Original Planning Based on Recommendations	Social Welfare Services Act, Enforcement Decree 7:2
Evaluation and publication	- Use of Evaluation Criteria Determined by the Minister of Health and Welfare - Evaluation Outcomes Should be Reflected on the Planning Documentation	Social Welfare Services Act 15:6, Enforcement Decree 7:4

CBSWP process follows four steps indicated in <Figure 2>; preparation community assessment and analysis planning review and confirmation. In particular, the community assessment process requires an extra effort to assess the welfare needs of the residents by facilitating their participation in the process.



Source: Page 40, CBSWP Manual for Term 3 (2015-2018)

Figure 2. CBSWP Process at City and District Levels

Table 2  
 Establishment and Actual Implementation of CBSWP for Terms 1 and 2.

Term 1	Term 2
<p>- In establishing CBSWP Term 1 (2007-2010), no Presidential Decree existed regarding who, what and when of the planning. There was no manual, and no consensus in the field and academia (Choo, 2010).</p> <p>- Local governments and local social service committee were supposed to make CBSWP, however 211 out of 234 local governments outsourced the planning and therefore the roles of local governments and local social service committee were questioned (Park, 2013).</p> <p>- The planning was completed in a relatively short period of 4 to 6 months, and during that time period, a local election was held that limited participation of residents in the needs assessment. Problems such as these have risen in the early stage of adopting CBSWP (Park, 2008).</p>	<p>- CBSWP Term 2 (2011-2014) resulted in nationwide unity because of the Manual provided.</p> <p>- The Manual includes; Evaluation on CBSWP Term 1, Directions for the Term 2, Needs assessment for local communities and the flow of social resources, Social environment and prospects, Policy priorities, Specified services for the low income, the elderly, and the disabled. Plans for self-evaluation (Ministry of Health and Welfare, 2009).</p> <p>- In order to enhance the actual implementation of local social service practices, annual implementation plans are to be made, and evaluations to be done each plan year for the past year.</p> <p>- 82% or 191 out of 234 local governments outsourced the Term 2 planning due to lack of expertise and experiences (Ministry of Health and Welfare, 2011).</p> <p>- Problems still exist related to the role and function of the local social service committee and disparities persist between local governments.</p>

#### 4. Evaluation of CBSWP

The evaluation of CBSWP are done in two ways; internal(self) and external. The internal(self) evaluation is done by the local government and their social service committee, and the external evaluation is performed by the central government.

- The plan for an internal evaluation is required to be articulated in the original planning and it should include the criteria of the adequacy, efficacy, and appropriateness of the implementation process, the degree of public-private cooperation and community members' participation, and the degree of goals achievement.
- The evaluating entities are specified to include external experts, the local government and local social service committee. However, the Term 2 Manual provides insufficient guidelines regarding the evaluation process particularly as to who should participate and when it should be done.
- The external evaluation by the central government was initiated on the legal basis of Social Welfare Services Act 2003. From 2009, the Ministry of Health and Welfare and the Ministry of Public Administration and Security select and award well-performing local governments.
- In 2011, in addition to the comprehensive evaluation of local governments, the evaluation criteria expanded to include not only CBSWP but also integrated case management services and etc, putting emphases on the linkage between the planning and implementation.

## METHODS

### 1. Subjects

This study used the Comprehensive Evaluation on Social Welfare Policy by the Ministry of Health and Welfare<sup>1</sup> to select the cases to analyze. The evaluation has a separate report for CBSWP. In the first year of a midterm planning, the government awards for the planning only, and for the following three years, awardees are selected based on the implementation outcomes according to the annual plan.

We selected the cases of Namyangju, Iksan, and Chuncheon cities that were awarded for their excellency for two consecutive years in 2011 and 2012 as shown in <Figure. 3>.

Tabel 3

	Namyangju	Iksan	Chuncheon
CBSWP 2011 <sup>2</sup>	Excellent	Excellent	Moderate
Annual Implementation Plans 2012 <sup>3</sup>	Grand-prix	Excellent	Excellent

Namyangju and Iksan cities were ‘Excellent’, and Chuncheon city had a great improvement in 2012 when compared to 2011. The geographic locations of the three cities are shown on Figure 3.



<sup>1</sup> From 2011, evaluation for CBSWP was included as a separate criterion in the evaluation of social welfare policies for local governments by the Ministry of Health and Welfare. In 2011, the evaluation of social welfare policies by the Ministry of the Health and Welfare included five evaluation criteria; Comprehensive evaluation, CBSWP evaluation, Integrated case management, Core projects evaluation, and the evaluation for the Local Social Service Committee. In 2012, three criteria were evaluated; Welfare administration, CBSWP and Comprehensive evaluation.

<sup>2</sup> Evaluation for the CBSWP Term 2(2011-2014).

<sup>3</sup> Implementation plans were evaluated for adequacy of the annual plan. General projects were evaluated for the outcomes of central government funded projects of 2012, and local projects were evaluated for the outcomes of localized projects of 2012.

## 2. Analytical Framework and Methods

In order to analyze the common characteristics that contributed to the excellency as well as limitations and problems that may exist in the three cases, we analyzed the CBSWP for Term 2, which is for 2011-2013 and their outcome reports.

Analytical framework was applied to quantitative and narrative information gathered through the internal/self-evaluation reports. The criteria include the degree of goals achievement of general and core tasks, responsiveness towards changing environment, adequacy of the review procedure, the degree of public-private cooperation and community members' participation.

Also, community specific characteristics were taken into account in the analysis.

## RESULTS

### 1. Evaluation for CBSWP Term 1

Evaluations for the CBSWP Term 1 of the three cities reveal failures in most criteria such as communication with community members, implementation, and etc possibly due to lack of experience and readiness since it was the very first term.

### 2. Community Characteristics and Analysis Results for CBSWP Term 2 (2011-2013)

#### (1) Namyangjoo City

Namyangjoo City is located nearby Seoul Metropolitan city and has characteristics of both urban and rural areas. The population flows in consistently. The size of the city is 458.05km<sup>2</sup>, the population is 631,586, or 235,955 households, and the city's budget is approximately KRW 994.2 billion which is consisted of general budget of KRW 746.4 billion and special budget of KRW 229.6 billion. (Source: Namyangjoo city, Regional Facts, <http://www.nyj.go.kr/>).

Namyangjoo won awards in categories of CBSWP and Local Social Service Committee. Public-Private cooperation was evaluated more active than other local governments and therefore the number of projects executed cooperatively is steadily on the rise. The city also newly organized a "private-public cooperation task force" in four districts and stationed public servants in a private agency, the Hope Care Center.

Annual implementation results show enlargement of integral social safety net, expanded coverage for areas that used to lack necessary social services, and promotion of user friendly service programs.

Half-year monitoring,<sup>4</sup> where the staff of private and public sectors monitored the half year's goal achievement accelerated efficient implementation of the annual plans.

Implementation of CBSWP spurred increased interest of the community, in both

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<sup>4</sup> CBSWP Term 2 and the annual implementation plans of the previous year were analyzed. For each project, we compared the input and outcome and reviewed the details.

public and private sectors, in the welfare of the community, and therefore contributed to stabilize various social service programs. Eventually the planning increased overall welfare of the community members.

## **(2) Iksan City, Chollabukdo**

Iksan city has an industrial park that houses approximately 600 manufacturers but agriculture is also a central part of the city's industry. The size is 507,12km<sup>2</sup> and the population is 310,206, or 120,978 households. The city's budget is KRW 200.5 billion (Source: Iksan city, <http://www.iksan.go.kr/>).

CBSWP Term 2 of Iksan city targeted improvements in the following areas: job opportunities for the underprivileged, extended social services for older adults, women and multi-cultural families, refinement of social service delivery system.

Iksan won awards in three categories in 2011, that are CBSWP (Excellency award), Integrated Case Management (Runner-up), and Research for Service Deficiency Areas (Excellency award).

Through the public-private cooperation, the city provided customized and field-based social services that resulted in positive responses in the community. These results are attributed to the betterment of their social service delivery system such as founding of comprehensive social service department and staffing increased number of social workers who have expertise.

Iksan city executed internal evaluation each year for the three years where the city ensured the participation of more than 50% of the previous year's evaluation staff, thereby maintaining consistency and continuity in the evaluation process. The evaluation also ensured its objectivity by adopting opinions from external specialists.

## **(3) Chuncheon City, Gangwondo**

Chuncheon City is located an hour distance from the Seoul Metropolitan Area and is friendly to industries for its cheap price of land and water as well as ease of access to the Seoul area. For its beautiful landscape, it is famous for various tourist spots and leisure activities. It has an excellent education infrastructure that includes six universities and is also a culturally attractive city because it organizes many cultural events. The size is 1,116.83km<sup>2</sup>, and the population is 279,244, or 112,932 households. The total budget is approximately KRW 1 trillion (Annual ChuncheonStats, 2013, Chuncheon city, <http://www.chuncheon.go.kr/>).

The goals of CBSWP Term 2 include enhancement of social service network, support for low income families, promotion of job opportunities for women, expansion of child-care services, creation of jobs for older adults and people with disability, and empowerment of children and teenagers.

In order to improve the service delivery system, the city restructured the social service department and increased the staffing.

In terms of communication with community members and public-private cooperation, slow but steady improvement was achieved.

For the evaluation of annual implementation plans, private and public sectors executed separate evaluations that later were combined and reviewed together to come up with the final report.

### 3. Common features and differences

#### (1) Common features

##### Outcomes

- Efforts for public-private cooperation (cooperative business, differentiation of evaluation process)
- Restructuring of service delivery system, enhancement of integrated social services
- Systemization of evaluation process and differentiation
- Active participation of community members
- Awareness on the importance of social service committee and empowerment of the committee
- Increased effort to improve social service networks and ease of access to internal and external resources

##### Limitations

- Shortage of budgets, central government's affairs prioritized over local affairs
- Problems noted in the quantitative evaluation process
- Credibility over internal evaluation. Measures need to be taken to improve objectivity in internal evaluation.

#### (2) Differences

##### Outcomes

- As for the role of the social service committee, Namyangjoo and Iksan/Chuncheon had disparities. The committee performed better in Namyangjoo.
- Promotion of public-private cooperation in Chuncheon appears to be a measure to resolve the city's lack of finances.
- Compared to Iksan and Chuncheon, Namyangjoo had better consistency and linkages between the annual implementation plans and CBSWP.

##### Limitations

- Namyangjoo City is required to enhance its effort to minimize the overlaps and/or gaps of services
- Organization and expansion of social service infrastructure
- Iksan and Chuncheon need to strengthen the competence of their local social service committee

## DISCUSSION AND CONCLUSION

We recommend the followings to help improve the actual implementation of CBSWP based on our findings.

**Participation of Community Members.** Participation of community members in many local governments is only rudimentary. Needs assessment, public hearing and notices are minimally performed although noted in the manual (Park, 2012; Park, 2012). However, various avenues to encourage residents' participation are required

such as surveys, communal meetings, workshops, and individual meetings as exemplified in Japan (Noguchi, 2007).

**Budget.** In all three analyzed cases, one of the common problems arisen for the three years is related to budget, which was also noted in previous research (Oh, 2009; Cho, 2011). Due to the shortage of budget, some projects had to be modified or even forsaken. It was common for the local projects to be outcrowded by central government's projects because of local government's fiscal dependency on central government. Measures are needed at the central government's level to resolve such problems in order to promote local projects that reflect the locality and the true needs of the community.

**Evaluation Process.** It is notable that the three cities made considerable efforts to minimize potential risks to objectivity, consistency and continuity by adopting certain mechanisms such as citizen's participation, regular monitoring (Namyangjoo City), consistent participation of evaluation team members (Iksan City), and public-private combined evaluation team (Chuncheon City).

Quantified evaluation criteria are based on the usage of budgets by percentage and thus, do not reveal the actual effectiveness of the projects. New evaluation measures that can reflect qualitative achievements need to be developed and adopted (i.e. the degree of community members' participation and public-private cooperation). These two items can be best evaluated when observed both qualitatively and quantitatively. What is more, evaluation results indicate that most criteria received perfect scores and therefore undermine the credibility of the evaluation.

**Public Support to Improve the Effectiveness of CBSWP.** Namyangjoo's success to improve the effectiveness of CBSWP can be attributed to the managerial support of the mayor and directors of the departments in charge as noted in Hamh (2012). Iksan and Chuncheon cities also restructured their organizations and the service delivery system that led to positive results and facilitated the participation of community members.

**Facilitation of Local Social Service Committee and Role Enhancement.** In order to build an implementable CBSWP, not only the public support but also the role of local social service committee is required. The committee should facilitate an active participation of community members and play a central role in the entire planning process. As appeared in Namyangjoo's case, the local social service committee played an essential role in bringing up positive outcomes of CBSWP. Other local governments are recommended to follow suit.

**Comprehensive Consideration System.** When adopting CBSWP, many researchers recommended referring to Japan's case to compare with Korea. Therefore the adoption of CBSWP was heavily influenced by Japan's case (Ministry of Health and Welfare, 2006; Kyunggi Welfare Foundation, 2009; Park, 2012; Yoo & Kim, 2013; Park, 2009; 武川正吾, 2013) Takekawa Shogo<sup>5</sup>(2013) explained that when Japan's Social Services

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<sup>5</sup> Mainstreaming local social welfare-Welfare State and Civil Society III

Act transformed to Social Welfare Act, social services became integrated as priorities were given to cross-categorical consideration system as compared to separated service system which used to be the norm in developing of social service programs.

In other words, while Korea's social service system is rather segregated as Japan in its early execution of CBSWP, it radically adopted integrated service planning from the very beginning. This situation calls for thorough understanding and consideration of historical background, and also raises further research questions regarding how to make the comprehensive/integrated service system possible in Korea.

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**BEHAVIOR OF GOVERNMENT BUREAUCRACY  
IN PUBLIC SERVICES  
(Study Of Development Services Jami'Al- Hidayah Mosque In Village  
Baktijaya Depok City)**

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**Abstract**

*Objective:* To analyze a range of activities related to public services such as construction of Jami'Al-Hidayah Mosque in the Baktijaya Village-Depok City, and the behavior of the government bureaucracy to improve the service of the mosque construction. *Methods:* This research including research literature, the main object in the form of books, newsletters, research, and journals relevant to the substance of the research. This research includes the category of qualitative research procedures and activities descriptively final presentation techniques. *Conclusions:* 1. Service development Jami'Al-Hidayah Mosque is supported well service system, namely the lack of time socializing program development assistance budgets for religious facilities by the Depok City Government to the public. This resulted in a lack of understanding of society on presence of budget support provided by the Depok Government. But at the same time, efforts to achieve good governance in Depok be increased, because the awareness of the duties and responsibilities among the higher officials. It is built with a commitment to the service closer to the people, hear inspirations, ready to be controlled by the public, and communicating with people intensely. 2. The behavior of the bureaucracy in the service of the mosques construction has been shown by the attitude of the officials responsible, responsive, committed and consistent. For the people of the Baktijaya Village-Depok City, the construction of the mosques is a need, desire, expectation and even the pride of the local community. In addition, active participation in the community development funding petrified the mosques also increased.

**Keywords:** bureaucracy, civil service, the construction of the mosques.

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**INTRODUCTION**

**Background Research.** Based on the philosophy of the existence of government (in this case the Local Government Depok West Java), that are held within the framework of government services to the community. Therefore, the central theme of this research is a public service or service to the community that made the government bureaucracy, the setting and field development services Jami 'Al Hidayah Mosque in Village Baktijaya Depok. With such understanding, the presence of government for the people is a necessity as well as solutions to the problems that accompany the service life of everyday people. Furthermore, at the same time, good governance is a need, desire, and community expectations.

In the context of so, the state administration of analysis comes to the conclusion that modern government is essentially public service, and the service is an essential function of government. One of the public service domain, which is very important and related to the needs and problems of people's everyday life as well as the duty of the government to fulfill a ministry in the field of construction of the mosque as a place of worship for Muslims is the main. To worship according to the teachings of Islam are the basic needs (basic need), as well as the obligation for some people in Depok City, West Java. Hadis narrated by Ahmad and Ibn Majah explained that when you see someone normal to the mosque, it is seen that the person is a true believer. Implementation of worship (salat) to mosques for followers of Islam, is related to the sustainability and quality of life for the community as well as confidence in running the Islamic Syari'ah.

Therefore, it is understood that a healthy society is psychis and physically, bore quality community and quality public can form a government quality, and the quality of government that will provide a quality service to the community as well. Public complaints above, together with the initial observation when starting research Researchers at the construction site Jami 'Al Hidayah Mosque in Village Baktijaya Depok. This phenomenon, if the meaning associated with the presence of Depok City Government for the people, the State Administration replied that the local government bureaucracy, an institution which has a policy of local government politics everyday can not properly carry out its obligations and satisfy the public.

Though good service to the community Depok City, is one indicator of a meaningful assessment of the presence or absence of local government for the people. In other words, the meaning of the presence and the presence of the government in the eyes of the people, lies in the extent to which the City of Depok capable of producing, distributing and allocating appropriate, fast, fair and accessible from the economic aspects as well as available at the time of the people in need. Theoretically, it is understood that one of the institutions which is the personification of Depok City Government and has a very strategic role for the achievement of the objectives, duties and functions of Depok City Government is the government bureaucracy. Depok City Government bureaucracy is to translate the political policies of local governments into policies that are operational and implementing it into the empirical level.

In other words, the effectiveness of the policy of Depok City Government will significantly or achieve a goal if the government bureaucracy is able to carry out its duties and functions in a professional and responsible and satisfying society. With the role of the government bureaucracy, the government bureaucracy is as executor of decisions formulated by local political leaders, namely between the executive together with the legislature. Thus the government bureaucracy is the most active in the management of local government power everyday.

This means, that the bureaucracy Depok City Government has a very important role in realizing the policy of decentralization and regional autonomy. In carrying out the tasks of government and public service, Depok City Government bureaucracy required to always be responsible in carrying out the task, responsive and committed and consistent to always provide a quality service to the community. However, ideal conditions are yet to be fully realized by the City of Depok, it is evident that the results of direct observation in the midst of society, especially in the Village District of Sukmajaya Baktijaya Depok City, states have not fully satisfied the public in the sense of an optimal unmet needs of the community. Common services provided Apparatus

Depok City Government Bureaucracy is slow, too bureaucratic, and still experience errors.

Services including licensing of this research, also requires a long time, about two weeks should be enough two or three days. Similarly, in terms of service development Jami' Al-Hidayah Mosque in the Village District of Baktijaya Depok. Services provided seemed to slow and bureaucratic, so often times people often can not wait for the results of the above services. People really missed posture Depok City Government bureaucracy that mandate, honest, fast, firm, and dedication, is a real and urgent needs even as a necessity, when the public is increasingly aware of its existence as citizens who deserve excellent service in all respects including the construction of mosque services.

Based on the above description, making the discussion about the behavior of the government bureaucracy in public services, especially related to the construction of the mosque remains an interesting topic to be studied more in depth. The study is in the form of research titled "Bureaucratic Behavior Administration Public Services (Study of Development Services Jami 'Al Hidayah Mosque in Village Baktijaya Depok City)".

**Problem Formulation.** How does the behavior of the government bureaucracy in public services in the field of development Jami 'Al-Hidayah Mosque in the Village of West Java Baktijaya Depok City ?

**Research Objectives.** To analyze the behavior of the government bureaucracy in public services in the field of development Jami 'Al-Hidayah Mosques in the Village of West Java Baktijaya Depok City.

## METHODS

Research on Behavior Bureaucratic Administration Public Services (Study of Development Services Jami' Al-Hidayah Mosque in Village Baktijaya Depok City), is the research library including (Library Research). As the main object of this research is the books or other sources of literature (literature) is the result of research, journals, etc., which are relevant to the substance of the research. This research includes the category of qualitative research procedures and activities descriptively final presentation techniques. It is intended that this research aims to obtain a clear and complete picture of the subject matter in the study (Creswell: 2002).

Study confirmed that in the documentation here, data collection techniques are not directly addressed in a study but through documentation in the form of books, journals, etc., as noted above. All such documentation, positioned equivalent depending on the interconnectedness with the main topic of this research. Thus, the study was carried out to solve the main problem, which is essentially concentrated on a critical and in-depth review of the materials relevant literature. Ndraha (2003: 657) explains as follows. "A qualitative approach is to instruspeksi, retrospect, depicting as they are, to experience and discover verstehen, uniqueness deeply, researching a phenomenon, observed empirical causality, forming a theory of the data".

The emphasis of qualitative approach in this study is based on the consideration that the focus in this study reveal the process and find meaning in the form of public service development Jami' Al-Hidayah Mosque given by government bureaucracy in Depok and experienced by everyday people in the Village Baktijaya City Depok. The

collection of data is used, is the literary data collection by collecting library materials sustainable (coheren) with a discussion of the object under study. Researchers identify discourse of the various sources of literature or any other information relating to the substance of the research for the association with the variables in the research title. Intended use of the descriptive method to find the facts with proper interpretation, and accurately describe the nature and action of the phenomenon like any group of individuals at the level of empirical depth to generate image (think description) and find meaning (verstehen) (Kerlinger: 2000).

Qualitative data analysis used in this study are the words instead of numbers, arranged in broad theme. Thus, this study uses content analysis method, which is a research technique for making inferences replicable and valid data and considering the context. In analyzing the data, researchers used the following methods. a. Inductive method, used when the data were found to have elements in common then drawn general conclusions. b. Deductive method, which is used instead of existing common sense to look for data that can strengthen it. c. Descriptive method, is used to describe all things related to the subject in a systematic, factual and accurate information on the factors, as well as the properties of the phenomena investigated relationships. From this finally drawn a general conclusion which was originally derived from the existing data on the problem object.

## RESULTS AND DISCUSSION

**Conduct of Government Bureaucracy (In Meet the Development Services Jami' Al-Hidayah Mosque).** Government, it's presence the essence of public service. It is conceptually expressed by Rashid (2002: 12) as follows. "Government is not held to serve themselves, but to serve the community and to create conditions that allow every member of the community to develop the ability and creativity to achieve a common goal". The conceptual explanation, suggesting that the presence of a government is to fulfill the wishes, needs as well as solutions to the problems that always accompany people's lives through good service and maximum. To realize the nature and purpose of the establishment of government for the people then needed government bureaucracy.

Bureaucratic government that translate government policies into operational policies and implementing them at the empirical level through service to the community. In the context of service development Jami 'Al-Hidayah Mosque to the community, the role of Depok City Government bureaucracy shows the attitude and actions of a responsible, responsive to the wishes of the people in the village Baktijaya, covering the needs and problems of people's lives to availability of infrastructure, places of worship, has strong commitment to always side with the people and be consistent in the act. Attitude and action such as this, is the expectation that is needed by the people of the city of Depok.

Theoretically, bureaucratic government that was given the task and responsibility of the state to serve the citizens of the community regardless of race, religion, ethnic origin, skin color and so on. In the bureaucracy of the Depok City Government are the main actors in charge of running the bureaucracy bureaucrats or Civil State Apparatus (ASN). The ASN, an employee at the Depok City Government

has the duty and responsibility to serve and carry out development activities in various fields, both physically (construction of roads, bridges, government buildings, etc., as well as non-physical development such as maintaining harmony internally would even among religious communities, increasing faith, and piety towards God and others).

Thus it is difficult to imagine if a big role as well as the duties and functions carried the Depok City Government, not manifestation in attitude and action in the face of civilized and respectable society. Some things to do in the Regional ASN in performing public service tasks are first, related to the ASN responsible behavior. Fill in Depok City ASN responsibility in the public service duty service recipients construction of mosques, not just report on the work in accordance with the existing rules or reporting for work in accordance with their duties, or because of the demands of administrative duties to report the employer assessment. But rather the meaning of the moral obligation to carry out the task calls.

Implementation of the ministry because of the call of conscience, and perform tasks not because no assessment, or because it is driven by fear or because there is intervention from other parties, that is the sense of responsibility as a cause. Furthermore, ASN responsive behavior is the ability of the government bureaucracy to recognize the needs of society, set the agenda and priorities of the service according to the needs and aspirations of the community. That means, apparatus responsive behaviors associated with ASN responsiveness and sensitivity to recognize, understand, identify, and even empathy for what is felt, what is needed by the community. So that the relevant government services and appropriate to meet the needs of the community. ASN behavior and consistent commitment in service to the community lies in the development of service-oriented mosque itself.

**Responsibility.** The behavior of the government bureaucracy responsible for providing construction services Jami 'Al-Hidayah Mosque in Depok, a community needs. A service of building the mosque will not be realized, if not accompanied by a government bureaucracy that is responsible. The responsibility of the implementation of the task in question is a bureaucrat (ASN) daily administration, who lived by the rules, on time, and be able to complete the mission, the building of mosques properly and can take the risk to various problems and services the construction of mosques. The point is the government bureaucracy, is present in the community when needed. ASN is responsible behavior, is one of ASN's willingness to declare all actions open to the public. Meaning of responsibility is defined by the meaning of accountability.

In the context of public service, accountability is a measure that indicates the extent of conformity of the public or owned by stakeholders. Values and norms that develop services in the community of which include transparency in service, fairness, certainty, timeliness, security enforcement, human rights and service orientation are developed for public service users. Responsibility is not in the context of the report on the work outlined in the rules to the boss. Are the responsibility of the service to the community is how to run entirely for the sake of fulfilling the needs of the community. Responsible government means any pattern, shape and specific mechanisms of government accountability to the people of the state as the owner, holder of power of the state, resulting in a government relations, which govern the relationship between the governed.

Thus the meaning of accountability, is just one dimension of the concept of accountability is dimensions of accountability. The dimensions of this responsibility only highlights the ASN tasked to report back on what is assigned in accordance with what is written. Outside of the written material is not made accountable. This means that through accountability, the government has to take orders and giving authority to the command and the source of authority. ASN responsible behavior, in principle, to answer the two main aspects of responsible governance more indicates the nature of the content of responsibility to society. Governance responsible essence that gives meaning and significance obligation causal.

Through obligation, the government is obliged to account for all matters relating to the good performance of its duties to be performed like any good that has been done is written like any unwritten, whether requested would also not be asked to the entire community. Responsibilities as a cause, means as ASN responsibility to the people for any consequences caused by inner decisions that are prechoice so he acts and certain consequences in society and the environment. If there is something troubling, sacrifice, harm, or bring misery to society as a result of direct and indirect policy taken on the basis prechoice, then obliged the government accountable to the public.

How the responsibilities of the mosque construction services officer or government bureaucracy. Based on the observations the authors show that the responsibility of government bureaucracy in providing services the construction of mosques, has not kept pace with the problems and needs of the community. The presence of service personnel to provide counseling mosque building societies rarely done. This fact indicates that the government bureaucracy as a public servant in providing construction services to the community mosque, has not demonstrated responsible behavior. Good governance, the rule is always present with the community to hear and answer the various problems faced by the community through a variety of programs and development activities, including the construction of mosques.

**Responsiveness.** One of the aspects of the behavior of the government bureaucracy in providing public service is responsiveness, or the responsiveness of government bureaucracy to the needs and problems that occur in the community. In the context of service development Jami 'Al-Hidayah Mosque in Depok, responsiveness of government bureaucracy into a much-needed community, when people need services the construction of the mosque. In brief, here refers to the responsiveness of alignment programs and service activities with the needs and aspirations of the community. Responsiveness included as one of the indicators of performance, because the direct responsiveness describes the ability of a public organization in carrying out its mission and objectives, especially to meet the needs of the local community.

Low responsiveness, indicated by the unconformity between the service needs of the community. It clearly shows the failure of the organization in realizing the mission and goals of public organizations. Organizations that have a low responsiveness by itself has a low performance anyway. In the case to determine the responsiveness of the operation, and the performance measures of government services to the public, in this regard Dwiyanto (2002: 60) argues as follows. There are five indicators into performance measures of government services to the public, namely 1. There is absence of complaints from service users over the last year; 2. The attitude of the ASN in response to complaints from service users; 3. The use of complaints from service users as a reference for the improvement of service delivery in the future; 4. Various

measures ASN to provide services to the service user satisfaction; 5. Placement service users by ASN in the applicable service system.

Responsiveness of government bureaucracy in providing construction services Jami 'Al-Hidayah Mosque in Depok, adjusted with plans, programs and activities of the mosque construction services with the needs of the community in the field of development. Therefore, the government is able to serve the community in order to fit what is needed by government need to hone sensitive power and responsiveness to the needs and problems of society. Government bureaucracy must hone sensitive power and responsiveness to the needs and problems of the community. Government bureaucracy must respond, respond and care for the needs of the community. It should be internalized within the ASN which together with the attitudes and behavior of the ASN. This is in line, that the responsiveness of government bureaucracy associated with the ability to recognize the needs of the community, set the agenda and priorities of the service according to the needs and aspirations of local communities.

This means, responsive ASN behavior associated with the responsiveness and sensitivity to recognize, understand, identify and even empathy for what perceived and what the community needs. Responsiveness aspects of the Local Government in this case the development of service that handles Jami 'Al-Hidayah Mosque in the Village Baktijaya Depok City to be more agile, more alert, able to do what is best for its citizens. In principle, the service provided to the public Depok City Government should and will always meet the real needs of society. Planning work programs and policies, should always be taken into account and in accordance with the real needs of the community. Otherwise, there will be a gap between what is planned, programmed with what is expected by society.

It also agrees with what is disclosed Zeithaml, et al. (1998: 111) as follows. Responsiveness is being willing to help. Responsiveness is the willingness to help customers and provide the right services. This means, it takes alertness and sensitivity of the apparatus of government to have the attention (attentiveness) and accuracy (promptness) in dealing with requests, inquiries, complaints and problems of society. One of the aspects that are required in the field of public service recipients, namely responsiveness ASN mosque construction in the field of development needs of worship. However, in reality there is a discrepancy or gap between the expectations and reality.

Development of service personnel Jami 'Al-Hidayah Mosque in Depok city has to show respect or appreciation for those in need of service. Just because Depok City Government budget to help fund the construction of a mosque in Depok is still limited, the service activities are also less than the maximum. The approach taken in serving public officers often formal and elitist. ASN responsive behavior can be demonstrated through service system based on the interests of service users in this community service recipient, particularly the construction of the mosque service.

**Commitment and Consistency.** In this regard, the commitment to implement the agreement means something duties, while consistent means consistent, according to the deed. This means, that the commitment in principle directed by executing the task consciously and responsibly because there is an agreement. Agreement binds the parties to perform a task, this means that executed its duties consistent, because according to the normative demands. The task is executed not only verbal, but rather a real masterpiece, and this is the meaning of consistency. In relation to government services,

ASN as an actor, a server, which runs services to the community consciously bound and abide by the treaty choice task as a public servant.

Furthermore, it serves the interests of society as a recipient of the service in accordance with the primary function of the government service functions. In carrying out service tasks, the main priority is compliance with the determination and promise to consciously perform tasks and responsibilities, meaning that service commitment. ASN ministry regarding adherence to what has been assigned as the call, as a profession. This is because not everyone is called to perform the same task. With this understanding, it is a government bureaucrat needs to have the commitment and consistent in carrying out the task of service to the community.

As an officer of the mosque construction services, commitment to duty is already part of the service. Commitment and consistency in services is closely associated with a service ethic. In this regard, the ethic of service in the public service can be viewed from the angle of whether a government officer in providing services to the community is committed to respect the rights of beneficiaries to receive services in a transparent, efficient service and a guaranteed certainty.

Services are provided by the government or service providers to the consumer in this case as a consumer society, in principle, are all citizens, both as individuals, households, people who live in a certain geographical area or a group of people with a common distinctive character as a group of farmers, merchants, students, school children and so on. The government has a moral responsibility to create service-oriented to the achievement of the general welfare (social welfare), namely the community through services provided by the government can experience and feel life is good, just, and prosperous.

That is the purpose of government service ethics as an integral part of a commitment to service to the community. When faced with a public services, each person would expect that service providers were served quickly, always being at work when needed and with a pleasant behavior. All it basically shows the existence of several important aspects in the responsiveness of public services (responsiveness), presence (availability) and professionalism, on-time (time liness) and fun (convenience). Commitment and consistency of government bureaucracy in providing services to the community that lead to satisfaction and trust will gain recognition and legitimacy and the trust of its people. Meeting the needs and fulfill the demands of the public interest should be placed as the finality of government services. In this way, the ethics of public service can run as expected with the creation of bonum commune.

**Public Services Building Mosque In Depok City.** Construction of a mosque in Depok, which include Jami 'Al-Hidayah Mosque in The Village Baktijaya Sukmajaya District of Depok City, is one of the needs of worship Muslim community, as well as one of the indicators of the quality of the whole human development (psychis and spiritual), in adverse economic, educational, and others. In addition, good psychis health, is a prerequisite for people to live and continue the activities of daily life are good and comfortable. At the same time, a guarantee for the sustainability of the quality of life of society as a whole. With such understanding, then the mosque construction services as a place of worship of Muslims in the quality of hope, wishes and needs of the community, the community at any time when faced with a variety of social and economic problems.

Hopes, wishes and needs of the community services building a mosque, is a rational and responsible consciousness. This is because society are citizens (citizen), owner of the country (the owner) and the holders of sovereignty (soverigty), who deserve quality service from the government or state. Mosques construction services as the needs of the community is a process that requires interaction and aspects such as system services, human resources, and customer service strategies. This dimension is to explain the phenomena in the service of building a mosque because of its aspects is very comprehensive.

It is not only related to aspects of service providers (service systems, human resources and service strategy), but also aspects of the service recipient (customer). In this view, a public service to give satisfaction and public confidence in the government, if the government play optimally and at the same time, the environment or the people or citizens of any country to support or participate in it.

**Service System Development Mosque.** Mosques construction services as a public service provided by the government bureaucracy in Depok, in the context of the service system has not gone up in accordance with the needs and expectations of society. A good service system, will always provide a standardized service procedures, such as time, cost, and method of service. The results of the study in part of Depok City Government Public Welfare of the service system construction of the mosque in Depok, argued as follows. The services provided by the government bureaucracy, using a passive approach, namely the construction of a mosque services provided to the citizens who came to the office of Depok City Government (in this case is part of Social Welfare) which has been prepared with the proposal.

Under the proposal, then the officer of the Social Welfare Section of the proposal proceed to the boss (Mayor of Depok) are hierarchical. Furthermore, awaiting disposition of leadership. Thus the service of building a mosque in Depok were made officers of government bureaucracy is the public is waiting for Depok City will apply for the construction of mosques in the region (Anwar, 2013). The observation of the authors showed that the mosque construction services in Depok not running optimally. A primary issue is linked to limited funding, but at the same time found that public awareness of the importance of the mosque in order to worship in Depok pretty good. That is, most citizens in Depok are shoulder to shoulder trying to raise funds in the form of regular donation each according to his ability to build and renovate mosques.

Another fact is also found that the officers of government bureaucracy at certain times have visited the places that the mosque will be built or renovated and the proposal has been proposed and have gained leadership disposition in Depok City Government. Furthermore, aspects of the service system construction of the mosque as one of the aspects that contribute to the service of building a mosque in Depok still needs to be improved or has not been run in accordance with the wishes, expectations and needs of the community as well as the results of the service process. It can be seen from the absence of a minimum service standards, service is still a long process, a lack of certainty and clarity. A standard construction of mosques good service, will explain in detail about the process of building a mosque by the officer services to the public, the proposal went to the recommendation of the leadership out.

Service of building a mosque in Depok is still guided by the procedures and laws that exist. In addition to this, another problem is related to funding the construction of mosques in order to realize the mosque construction services. Explained that the

funds or aid the construction of mosques, the Legislative Council with the local government has provided funding in accordance with the ability of the Regional Budget Depok City each year has increased. It shows that for financial support for the construction of a mosque in Depok, local government support even very notice. Although the financial support of the Local Government through the Regional Budget increases every year, but at the level of service delivery for maximum construction of mosques, the availability of these funds is considered still very small and needs to be improved.

In this regard, the results of research on the part of Depok Public Welfare (Anwar, 2013) suggests the following. One of the problems we face in mosque construction services is still limited financial support in the Regional Budget. On average each proposal submitted for the construction of the mosque is only given to help the Rp15.000,000 or Rp10.000,000. Each month there is a tare Average 5 to 7 proposals submitted to the local government of Depok. Problems building a mosque in Depok is increasingly needed and activities is increasingly rising demands of society, both in quantity like any quality. So expect future funding to be decided between the government and the Legislative Council to be improved. The presence of mosques as places of worship for Muslims is a necessity that should be prioritized in order of psychis development alongside other development.

In the context of infrastructure support construction of the mosque, is one aspect that is conceptually acceptable to explain the construction of the mosque to the public service. Either poor or complete absence of the aspects that accompany its existence would be a measure of whether or not the public service of this match the standard set. This is due to the availability of adequate worship facilities, will provide enough space for the realization of public service both to the fullest. The results showed that the support facilities and infrastructure as one of the supporting elements of the service system, as noted above, still needs to be improved according to the expectations of society. Arranged so that in each Pillars Residents throughout the District in Depok there are mosques fairly decent and adequate as a means of worship of Muslims are comfortable, safe, clean and beautiful.

Urgency presence of mosques in every Pillars of Citizens, based on the reality that psychis field services, including the type of service that should be expedited and should be brought closer to the people. So that the public will be to worship such as a salad, then they simply need a short time to get to the mosque. Ismiyati, (2011) suggested that condition is in accordance with the facts that in 010 Pillars Neighborhood Residents 013, Village Baktijaya, District Sukmajaya) is a fairly densely populated urban neighborhoods, requiring the addition of any renovation Jami 'Al-Hidayah Mosque in order to increase the been there. With a current mosque, which was once the density must serve society, especially during Friday prayers. As a way out, then a lot of people who end up taking shortcuts, ie the prayers in the mosque which is rather far from where he lives.

Citizens expect that the Government of Depok City could soon renovate mosques and religious facilities renovate the mosque becomes larger and more adequate. In addition to the limitations of the existence of the mosque, the other conditions are met is the need for all existing mosque in Depok into a salad Friday, especially in mosques in densely populated places. That based on the study can be stated that every month the mothers in the study group Jami 'al-immigrants Pillars 013 Village Residents Baktijaya, Sukmajaya Subdistrict, Depok City collects donation to

build / renovate the Jami 'Al-Hidayah Mosque. Depok City residents can expect little help from the government of Depok because of budget constraints. This reality if it is associated with the theory of Public Administration by Rashid (2002: 12) that the purpose of the establishment of a government is in addition to creating a system of order in society, but also to provide services to the community.

Limitations of mosque facilities can also be seen clearly in the other sub-districts in Depok. Conditions should be improved so that both existing infrastructure and facilities, as well as community participation through the Neighborhood, Pillars Residents, village or district level participation in the construction of the mosque needs to be enhanced and empowered. Community participation in the construction of the mosque above implies that participation is not just a purely physical process, but also includes psychological processes. Community participation is the willingness, participation, agree and awareness of each member of the Muslim community to carry out social welfare efforts both materially and spiritually in order to build the mosque.

Community participation here is the active involvement of citizens as individuals, groups or the community unit in the process of building a mosque, especially in the neighborhood of each, on the basis of a sense of social responsibility and awareness and confidence for worship. Though theoretically, that a good service system will produce a good service anyway. Based on the research, found some things related to the construction of mosques service system that is related to aspects of reliability (reliability) means mosque construction services provided in accordance with the promised can be proven, reliable and on target. In fact, mosque construction services are also not able to improve the services of a reliable accuracy aspects.

Development services are implemented mosques seem less rapid and less flexible. One of the factors why the ministry was impressed not maximized, among others, the limited service personnel and factors of labor discipline or lack of respect for time / indiscipline in a matter of time. People who are entitled to public services such as the construction of the mosque to the fullest, in fact, was not satisfied by the service Depok City Government especially in terms of the amount of funding the construction of mosques. Care workers building a mosque just run the tasks outlined, so the service process is executed formal, and less able to solve the problems of society. A service of construction of the mosque, should be supported by the number or quality of significant government bureaucracy. Such conditions would provide sufficient space for the creation of a good mosque construction services.

The number of service personnel adequate construction of the mosque will be able to perform tasks optimally, for example, to check the location of the mosque to be built or the location of the mosque to be renovated and others. Service personnel adequate mosque construction, will be able to provide good public service for the community. Reality shows that the ability of service personnel skill like any mosque construction still needs to be improved. This kind of conditions affecting the intensity of the presence of personnel development services to the community mosque. In this regard, Ismiyati (2013) argued as follows. That in the 013 Village Residents Pillars Baktijaya in general society through lectures mothers have raised awareness and understanding of issues these places of worship such as mosques. Similarly, from the father and the youth have routinely done through regular meetings of the Board of Prosperity mosque to identify the problems and activities including the construction of mosques as well as funding sources.

The results showed that the service to places of worship such as mosques in the Pillars of the District 013 Residents Sukmajaya for example, has not been continuously carried out, even though the area is an area that the majority of the Muslim community is quite active and take advantage of the mosque (through the Prosperity Council of Mosques) for religious activities, such as recitation, salad on Friday, Majlis Ta'lim and others. But unfortunately, the existing mosque is felt not quite adequate for the activity. In connection with that, the empowerment of the community fundraising masjids development of communities through the Neighborhood Residents and Pillars is very necessary. This is a requirement even a necessity, because people need the mosque and adequately qualified.

**Human Resources.** In this regard, Human Resources is one of the determinant variables in improving public service in this case is the construction of a mosque service. Human Resources are adequate, it can be seen from the aspect of quantity and quality. In the context of this research, Human Resource in question is government bureaucracy or government personnel in the field of construction of the mosque service. An adequate mosque construction services, must be supported by the number and quality of government bureaucracy significantly. Such conditions, would provide enough space for the creation of the mosque construction services adequately. The number of service personnel sufficient mosque construction, will be served at any place where the mosque to be built or renovated is located. While the quality of the service personnel are adequate construction of a mosque, will be able to provide a quality service to the community.

Based on the results of the study indicate that the construction of the mosque are implemented and driven by people who are competent in their field essentially is to create a situation that allows the emergence of active community participation. Business plan development process is organized to help members of the public to the rise of the active participation of the community and to acquire attitudes, skills and understanding necessary to participate. Indicator that shows whether or not a product is a public service both from a quality and quantity of the product itself. In this case the product form of the service is dependent on the professionalism or technical skills of service personnel who demonstrate whether or not the service is intended. One of the factors that determine the performance and the forward movement of the apparatus of government in building good governance and responsible towards his duties and is a recruitment factor.

Recruitment system is to determine the quality and quantity of personnel or personnel service providers. Recruitment is not on the basis of proximity, kinship as practiced today through collusion, corruption, and nepotism. Were overlooked in the selection process is fairness, which principle the right man on the right place. In the context of the construction of a mosque services, recruitment of employees who will run the service work in the community are the ones who clear the level of education, that is, people who received special education services in the field of construction of the mosque. In this regard, Zeithaml, et al. (1990) as follows. The gap between service quality specifications with reality delivery service at lower levels.

Because of the lack of specifications or service image of a typical market, causing gaps in service delivery at the end of the front line service. The cause is 1. Role ambiguity or trends affecting employees spearhead the condition of doubt, indecision, doubt and ignorance of the process of satisfying the service market in the absence of

standardization of services; 2. Role conflict the tendency for employees to feel they have the ability and the power and authority to satisfy the people in the service process. 3. Incompatibility employee skills appropriate to the task. Employees of upper secondary school education and the Secondary School unskill in the field of quality services deployed directly into the community without preparation adequate education and training so that its role limited to executing machine. 4. The lack of technology, facilities and infrastructure or adequate market infrastructure. 5. Incompatibility control and reward systems. 6. Lack of teamwork (waiter).

Government management in the public service approach to the construction of a mosque service recipients are not yet fully have and use the right tools. Care workers building the mosque is still fixated on a conventional pattern. It will affect the poor workmanship professional care workers. One aspect that has not been supporting the construction of the mosque is a matter of service professional workmanship. It is closely related to the lack of efforts to improve the quality of government bureaucracy resource development ministry in the mosque. Depok City Government in this section is not continuous and intensive welfare officers prepare a variety of skills, training, debriefing, comparative studies, an adequate understanding of what the essence of the issue of the mosque building services, what is the impact, and how to deal with the construction of the mosque to the public service .

**Strategy Services.** Strategy is a plan that is appropriate and in the art of setting goals and objectives of an organization and the use of organizational resources appropriately and responsibly and be able to implement properly in order to achieve organizational goals. In the context of the construction of a mosque services, the service strategy of building a mosque is a way to formulate and establish goals and objectives as well as the ability to utilize existing resources in realizing a service of construction of the mosque. It is intended, that the mosque construction services necessary to realize the objectives and goals formulation exactly the right way to implement the goals and objectives of the well in order to achieve the goal of service satisfaction and public confidence.

To realize these goals, Depok City Government through the Public Welfare Section has prepared a vision, mission, goals, objectives, and programs of work in the field of public service (including the service of building the mosque). For example, the program administration, program planning, monitoring, controlling, monitoring and evaluation, quality improvement programs for Human Resources public servants, function and development program to improve infrastructure facilities and services the construction of mosques, the stability program to improve access and quality of construction of the mosque, program improvement efforts mosque construction services, and environmental education programs. If seen carefully formulated the strategy through program development services of worship over very comprehensive. Because it involves the structuring administration, improvement of Human Resources, as well as programs related to public service.

It is recognized by Anwar, (2013) as follows. Programs and activities are defined by the Section of Public Welfare is good because it touches directly with the problems facing society today. But we also need to be awaiting execution in the field. Is actually runs as formulated or not. Because what's a good program but not implemented and does not provide benefits to the community. A service strategy is formulated through a service program, as stated by the informant above it should be observed.

Reality shows that the service strategy formulated by the Welfare Section at the empirical level has not done well, so it has not been a positive impact for the community.

Service improvement programs mosque construction is not running optimally. Though the construction of a mosque service program is a form of public service that is needed by the muslim community, as the beginning of the process quality life both in this world and in the hereafter, which is a decisive factor for the service of building the mosque is the provision of information and education about the importance of service development mosque, explanation of procedures and mechanisms for obtaining services, the availability of a full service unit and easily accessible as well as officers mosque professional development services, with appropriate competence.

This regard, Caldwell, and Bruce (1994) as follows. That strategy is the establishment of long-term goals and objectives of an organization and the use of a series of actions and the allocation of resources necessary to achieve these objectives means that in preparing a service strategy, there are three elements that need to be considered, namely the goals and objectives, the way of acting as well as the allocation of resources to achieve the goal. Weakness in the aspect of service development strategies mosque in Depok lies in the implementation of service strategies that seem to lack purpose contextual and the quality and quantity of human resources, socioeconomic conditions, social conditions of the local culture, funding, and facilities, and infrastructure.

**Subscribers.** In a service, in addition to the role of service providers that government bureaucracy, one of the elements that also have an important role is their community or country. The role of customer or community service is very important in the construction of the mosque. It is concerned with awareness of the public to participate in the construction of a mosque service. Related to public participation in the construction of the mosque ministry argued that community participation can be active-passive. Passivity community participation, refers to the acceptance of the mosque building program without any initiative from her, being activeness not only show the receipts, but also his willingness to be willing to invite others to participate in the construction of the mosque. Associated with such participation, according Ndraha (1997: 13) include the following. 1. The focus of participation is emotional involvement. Physical involvement solely in a group, without the involvement of not participation; 2. Willingness to contribute immovable. Contribution in the form of the construction of such goods, money, services, ideas, energy, skills, and so on; 3. willingness to be responsible awakened spirit.

Businesses and community events that grow in the form of initiatives and the creation of community in the construction of the mosque is a reflection of the sense of community awareness and responsibility in the development process. Therefore, efforts to enhance awareness and responsibility in the community is very important to do by the government to always provide guidance, direction, guidance and assistance so that people have the ability in all aspects of life and livelihood. Thus, community involvement in development activities is dependent on the ability of the mosque based on the awareness and responsibility to bear the burden and carry out the construction in accordance with perception, orientation and identification of the community.

This reality if it is associated with the presence of government meaning for society as a where proposed by Rashid (1997: 14) as follows. That is the nature of the

presence of government ministry to the community. Good government is a government that is always close to the people and communicate openly with the people and government that provide space for people to do social control over government administration, including services in development. Community participation in service development is very necessary, especially in imposing social control on construction services less answer the needs, desires and expectations of society.

The results showed that the high level of psychological factors that are taken into account and added to the liveliness of the nature of the implementation of the different participation differentiate into different levels. Associated with the level of community participation, it can be argued that there are two levels of community participation in development, namely, first, the highest level is the level of the community participate fully in the development activities. Second, a lower level, is the level of development where every effort was launched by the government or the private sector, while public support only in the form of physical and psychological.

## CONCLUSIONS AND RECOMMENDATIONS

### Conclusion

1. Development services Jami 'Al-Hidayah Mosque in the district of Depok Baktijaya good enough, only factors help fund the construction of mosques through the Development Budget and Expenditure very limited. With a limited budget, so that the Development Committee Jami 'Al-Hidayah Mosque in the Village Baktijaya Depok City should strive to seek funding from various groups of society like any other donor. These conditions have implications for the less smooth the process of construction of the mosque, and until now just finished a third of the total planned construction of a mosque.
2. Strategy development services Jami 'Al-Hidayah Mosque formulated through programs and service activities of the mosque construction is quite good, but less coupled service implementation strategies that are financial support in the form of adequate financial resources, employees and the workings of passive impressed for what it is so impressed slow.
- 3 Behavior of government bureaucracy in the service of building a mosque is quite good, it is supported by elements of responsibility, dedication, quite responsive as well as the commitment and consistency in providing construction services Jami 'Al-Hidayah Mosque to the public.

### Recommendation

1. It should be reordering service system construction of the Jami 'Al-Hidayah Mosque in the district of Depok Baktijaya more oriented to the interests of society, with the set standards of service, standard service procedures, process service facilitate community access to services and improve the system construction of mosques control, from local governments and communities. In addition, the necessary political will and political comitment of Depok City Government in improving the service construction of mosques, and support through the provision

- of adequate budget mosques construction and support facilities and infrastructure better.
2. It should be improving the quality of human resources in the field of construction of
  3. mosques services through various education and training. Increased professionalism of employees in the field service of the mosque construction does not involve technical knowledge, but also an increase in morale and discipline.
  4. It should be formulated strategies for the construction of a mosque service with contextual approach, so as to answer various problems and needs of the community as well as pay attention to socio-cultural environment.

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## **URBAN TRANSPORT ANALYSIS IN THE PUBLIC SERVICE DISTRICT BOGOR**

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### **Abstract**

Quality of Public Services in Indonesia many complaints by the public, as evidenced by some of the results of research conducted by the Indonesian Consumers Foundation (2000 ); GMU Center for Population Research 2002; Institute of Public Administration (2002 ); Her research results reveal that the low quality of service, officer unresponsive, no discrimination in services, lack of information, convoluted bureaucracy, lack of transparency and the public is not satisfied. While the mandate of the Public Service Act (2009) states that the state is obliged to meet the needs of all citizens through a system of government that supports the creation of public service is excellent/ good. For this reason this study focused on the quality of public services, especially road transport. Principal problem of this research is how the implementation of the Public Service of urban transport in Bogor Regency in progress? This study aims to analyze the quality of public services that are running Urban Transport. Research using Qualitative Approach. Determination of informants with purposive and accidental. Informant is public transportation employers, employees and officials DLLAJ. Analysis of the data using a MacNabb. The validity of the test data using triangulation. The study states that the public service has not qualified urban transport, there is no transparency of costs.

***Keywords:** public services, quality of public transport services*

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### **INTRODUCTION**

Good public service is the right of every citizen ; and this creates an obligation for the state, meaning the state is obliged to provide services to its citizens. As described in the General Explanation of the Public Service Act ( 2009) that the state is obliged to meet the needs of all citizens through a system of government that supports the creation of public service excellence in order to meet basic needs and civil rights of every citizen on public goods , services public and administrative services ( Act No. 25 of 2009: 43 ) .

Even so also in urban transport, problems frequently arise are related to the regulation of urban transport operating licenses , which seem poorly enforced ( Business Competition Supervisory Commission , 2009: 4 ) . This means that supervision of local government or the Department of Transportation and Traffic ( DLLAJ ) tend to be weak . Not only in terms of the operating permit regulations but in Administrative services . Though transportation services is one of the basic public services can be improved for the welfare of society . In addition, because the levy payer is the people , meaning this country belongs to the people , the people take precedence in the services provided by the Government ( Denhardt and Denhardt , 2003) . so also in Bogor Regency , public transportation fees paid by citizens to be one source of the original income Bogor. The

results of preliminary research in 2012, discovered the entrepreneurs do not know for sure how much the cost of motor vehicle test, how many dollars Route permit extension? Each payment letters of public transportation, the officer does not issue a receipt DLLAJ money paid community. Events such as this impressive how low accountability and transparency DLLAJ Bogor. Besides waiting room their car people being tested are not provided by the feasibility DLLAJ, people usually sit on the front lawn while waiting for the test space vehicle service process is completed. Taking care of Route Control Card extension letter and SIPA at different clerk seat adjacent to each other but still must be accompanied two copies of public transportation annex a copy of the letter, seen not efficient. ICT (Information and Communication Technology) is also not optimal applied, are still largely manual administrative services. Impressed the officials do not understand the meaning of the Public Service Act, so that the mandate of the law has not been implemented. The research question is how to analyze the results of the actual shooting conditions of urban transport services are carried out by DLLAJ.

## Literature

**Definition of Public Service.** Public services are defined by Roth (1987) as "any services available to the public Whether publicly-provided (as is a museum) or privately (as is a restaurant meal)", Any services described by Roth relating to goods and services in the service. Public service means any form of service activities undertaken by an organization or individual in the form of goods or services to the public, either individually or in a group or organization. In the public service in general government make the adjustment to the public good or public intermediate goods. In line with the above characteristics of the goods, said public service activities Londsdales & Enyedi (1991: 3 in Wiryatmi, 2007: 34) as "something made available to the whole of population, and it involves roomates things people can not provide for them selves, ie Collectively people must act". This understanding gives characteristic that everyone is not able to supply its own needs but must be provided in groups. According to Effendi in Widodo (2001), in conditions of a democratic society, the government should be able to provide public services more professional, effective, efficient, simple, transparent, open, timely, responsive and adaptive as well as to improve quality of life in terms of the capacity of individuals and community that actively determine its own future public service professionals must have traits - traits accountability of service providers. The provision of public services need to pay attention to the principles that must be executed in the public service itself. Islamy (2000) in Wibisono (2002) put forward some basic principles in the provision of public services to the community, namely: a. The principle of accessibility, b. The principle of continuity, c. Principles of technicalities, d. The principle of profitability, and e. Prinsip Accountability

**Quality of Public Services.** Quality of service is suitability between expectation and desire of the recipient or to the fact that the service they receive. Ivonne wood (2009: 7) customer service is really satisfying customer needs and expectations melampoi them. Further ivonne wood mentioning that customer service should pay attention to the expectations of the customer is in question is a normative assessment (general expectation), the ideal performance (ideal expectations), the expected performance (the highest expectations), and adequate expectation (low expectations). The government must put the public / customer as king, it is consistent with that

proposed by Osborne and Peter Plastrik (1997: 157) "Putting the customer in the driver's seat". Furthermore, to determine the quality of public services through a number of public service indicators are: Fandy argues Tjiptono 4 indicators (2002: 58): speed, accuracy, friendliness and comfort While KeputusanMENPAN No. 25 In 2004 there are 14 elements that must service a minimum of gaining attention within the bureaucratic apparatus: a. Service procedures; b. Terms of services; c. clarity; d. discipline; e. responsibility; f. Ability care workers; g. Speed services; h. Justice get service; i. Politeness and hospitality workers; j. Fairness in cost of service; k. Certainty costs; l. Certainty schedule; m. Environmental comfort: and n. Security.

## METHODS

**Study Object.** The research was conducted in Bogor, with the object of the Department of Transportation traffic.

**The Research Approach.** The approach used in this study is qualitative, while the descriptive type of research.

**Research Focus.** Public services quality research in Bogor is focused on measuring the quality of public services is underway with 14 elements of the public service according to Decree No. 25 of 2004 MENPAN

**Data Processing.** Determination techniques informant with purposive and purposive accidental. Teknik specifically for employees n DLLAJ officials and some businessmen Angkot. Teknik accidental part to citizens who at the time of the study were taking care of the Motor Vehicle Test and Extension Card Trayek.. Teknik Supervision of data collection include interviews depth, documentation and observation.

The data analysis technique refers to the opinion of the Mac Nabb namely 1) .Organize the data; 2). Generate Categories, Themes and Patterns; 3). Code the data; 4). Apply the Ideas, Themes and Categories; 5) .Search for Alternative Explanations; 6) .Write and Present the Report. Test the validity of the data using triangulation Images

## RESULTS

**Quality of the Urban Transportation Services,** are ongoing based Dimensional Services According Kemenpan 25, 2004, as follows:

**Service Procedures.** Prosedur periodic testing of motor vehicle services in Bogor Regency DLLAJ most are in accordance with the Standard Operating Procedure (SOP), namely: The first stage, the management / owner brings their car public transportation to the place of test. then handed over to the window of the administrative requirements. The second stage, the board of public transportation by bringing their car go directly to a motor vehicle test, but had previously been diesek engine, and is already taped esek vehicle inspection form. The third phase of public transportation directly examined by examiners with 8-9 component testing. Almost all expressed a "pass" (sometimes occurs engineering graduation). The fourth stage, the board of public transportation bring the test results to the counter to pay for the test. Then sprayed right

and left side of body of public transportation on the duration of periodic test date and take the badge that has been tested / "Peneng". While that does not match the SOP is not provided proof of payment to the people who pay KBM Test. Just follow your community officials how much money should be paid, because there is not any information about the costs that should be in accordance with the law. Then after that the board of public transportation to move to the back of the building to take care of KP and SIPA. "(Participation observation results from September to October 5, 2013 and information from informants).

**The terms of the urban transport service.** There are Administrative Requirements and Technical Requirements. For administrative requirements, most informants stated entrepreneurs easy. But there are also employers who do not carry informant angkotnya loss by reason of rental hours, so that when tested, remain attractive public transportation (car presumed conditions only). The ease with which high risk is sufficient to pay the additional cost of Rp. 50,000.

**Clarity Service Officers.** Employees DLLAJ including the clerk is always ready to serve the community. The Ministry of Transportation employee wearing light blue uniform complete with name and Employee Identification Number. Officers who face citizen is always the same. On the Route Monitoring Card and SIPA each have an officer. In the test of the motor vehicle, the administration is directly related to the community, there are two people; book a test at the motor vehicle and receiving payments, while the other part peneng / test pass mark is affixed to the license plate "(the interview at one of the clerks DLLAJ, August 2013).

**Discipline Service Officers.** Discipline the time shown by the officers are correct, before work, the first Apple employee at 7:15. Then a new serving counter from 08.0-14.30 hours, and come home from work at 16.00. However, the Motor Vehicle Administration section Test home over night, waiting for the car around back to the garage office to count revenue retribution for that day (information from one of the testers, October 2013).

**Politeness and hospitality Officer.** Clerk or examiner is quite polite and friendly, but there are also employers who claimed officers less friendly and courteous.

**Certainty service Schedule.** In the office there are two schedules are DLLAJ service schedules and work schedules. Work schedule is Monday-Friday 7:15 to 16:00 hours. begins with morning assembly. Schedule of Services: 8.00- 14:30, if there is a car coming in the top of the hour test will still be served. While Saturday at 12:00 8.0-, special clerk who comes, while other employees do not come.

**Security.** Cars that have passed the test of motor vehicles meaning that the quality assurance that public transportation is in good condition or roadworthy. Conversely, if public transportation is tested carelessly then public transportation is not safe on the road and endanger other cars, there is a service of insecurity. Lack of security trajectory, permits continue to be issued as long as there are consumers. Increasing the number of fleet sometimes invoke discussed with local businesses

**Ability Service Officers.** The tester is a graduate of transport and there are some employees who are trained on the test vehicles. Technically classified as capable of testing officials. Only the officers unfortunately not yet have the skills to use computers both the administration and the examiners.

**Speed Services.** According to Standard Operating Procedure (hereinafter referred to as SOP) Test motor vehicle takes 23 minutes including motor vehicle test book has been accepted by society. This stage is fast, good. Meanwhile, the extension of

the route took control card within 14 days, for too long. Department head signature authority delegated to subordinates in order to happen one stop service (one day only). (According to interviews with several informants businessman, September 2013).

**Fairness Cost of Services.** For the amount of fees collected from the owners of public transportation, there are two kinds of charges, namely: **(1). Retribution test motor vehicles.** There is no information about how much the overall cost and details of the test motor vehicles, so that people do not know how the actual levy set by the local government, it is already happening decades ago. There are two policies setting out the fees that Regulation No. 13 Year 2013 on Route Permits and By law No. 28 of 2013 on Public service levies. **(2). Route Permits in accordance with law No. 13 of 2013** In article 11 of the law on the structure and size of the tariff is determined as follows: each 5-year extension of the minivan owner pays SK Route Permit Rp. 410.000, -. Then a year from now minivan owner only pay Rp. 10.000, - per year for 4 years. But in fact minivan owner must pay every year extension Monitoring Card Route Rp. 80.000, - / year of that should USD. 10,000. plus when the KP decision-making cost Rp. 10.000, - again, so for KP pay around Rp. 90.000, - as expressed by some informants employers in an interview in August 2013. The number is uncertain because there is also public transportation officials are not asked for money when making KP administration. In Regulation No. 28 Year 2013 on Public service levies referred to in Article 22 paragraph (1) The structure and magnitude of Motor Vehicle Testing levy rates, defined as follows: The total to be paid public transportation employers to test motor vehicles aged 15 to 20 years old is = Rp. 9.000, - + 1.500, - + Rp.5.500, - + Rp. 10.000, - + Rp. 2.000, - + Rp. 5.000, - = Rp. 33.000, -. younger when public transportation is cheaper payments 2,500, -. so as to Rp. 30.500, - the calculation does not include the replacement of a new test book, added 20,000, -, and late penalties, 2% per month. An employer pays a levy KP and test a motor vehicle according to regulations 13 and 28 of 2013 only = Rp. 10,000 - 33,000 +, - = Rp. 43.000, - for cars aged 15-20 years. Meanwhile, the fact that employers paid is approximately = Rp. 90.000, - + 182,000 = USD. 272 000, - then that number plus SIPA pay Rp. 15,000, bringing the total of Rp. 287,000, - two turns in a regulation does not mention the existence of SIPA. when compared to more expensive then the actual payment of approximately 8-9 fold Regulation Bylaw. These payments without changing the test books and fines. When in a car kelililing more expensive. Therefore, the fees charged officers as very unnatural 8-9 times higher than the provisions of Regulation No. 11 and No. 28 in 2013.

**Certainty Care Costs.** Payment of Rp. 287,000, sometimes higher and sometimes lower. But the cost is not great down about 20,000, - or more expensive ride. With the description of the item costs morbidities cost certainty letters automatically direct public transportation unanswered, which is highly uncertain due to levy the costs vary according to the tastes of the officer.

**Leisure Environment.** In the comfort DLLAJ office because there is no such test in building a motor vehicle is not provided space to wait. By contrast, people waiting vehicle finishes tested while standing or sitting on the grass with -duduk while overheating. Meanwhile, the level of comfort that is awaiting receipt of public transportation officials KP and native finished SIPA also quite uncomfortable. Place corner, dirty, like never swept and mopped. hard seats made of cement.

**Responsibility Service Officers.** Seen from the point of view of the implementation of the test motor vehicles, less responsible, because almost all the

vehicles passed (which should not pass). Theoretically transportation could endanger the safety of passengers, the driver, another car and the people who are on the road.

**Justice Services.** Judging from the above description, the element of justice an element of service in DLLAJ missed by itself, that is not fair. Because of moral hazard is too high and do levy higher than the law No. 13 and No. 28 of 2013 without feeling guilty and sinful. Community only be the object without the subject of, without being able to do anything about it. because the licensing monopoly, meaning that there is no third party that can administer the licensing, so that people can only be obedient.

## CONCLUTION AND SUGGESTIONS

### 1. Conclution

Urban transport service quality can be concluded that the ongoing lack of quality that is not transparent and unaccountable.

### 2. Suggestions

Above research findings it is suggested: to apply as soon as possible and SME Public Service Act No. 25 of 2009 in Bogor.

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## **THE IMPLEMENTATION OF SOCIETY-BASED LAKE MANAGEMENT POLICY AT TANGERANG SELATAN CITY**

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### **Abstract**

This research is aimed to elaborate and find strategy for an effective policy for South Tangerang City government in order to manage and restore the function of lakes in that area by involving the participation of the society. This is a descriptive study with qualitative approach which describes whole description of the lakes; the location, condition, and also the society live around those lakes' areas. It was identified that there are 14 lakes located in this city and at least 7 of them are in depreciation. The lakes were being changed into area for society living, education facilities and business centre. The condition of the lakes is not feasible both from ecology and water quality. They become landfills and fishing ponds. It is suggested that local government is able to implement good policy to participate in managing these lakes because they really know the real condition of those lakes. The strategies used in this policy can be by taking apart in the authority of managing the lakes together with central government and involving the society to keep and optimize the functions of lakes. The participation of the society is very important since they will get the benefit of those lakes. These groups of society should be fully supported by the government both institutionally and financially. It is expected that the results of this study can be used by both local and central government as recommendations to implement the policy related to lakes preservation. The policy can also be socialized through national and international seminar.

**Keywords:** *the strategy for policy dan participation of society*

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### **INTRODUCTION**

Deadly flash-flood happened in 2009 because of the broken down of Gintung Lake (which is called Situ Gintung) in Tangerang Selatan became a precious lesson either for central government, local government and the society living around that area. Thus, the government of Tangerang Selatan has the main task to anticipate the same disaster happens in the future.

Besides Situ Gintung, there are another 13 lakes located in Tangerang Selatan, i.e. Situ Bungur, Situ Cileduk, Situ Danau Biru, Situ Kayu Antap, Situ Kuru/Legoso, Situ Parigi, Situ Rawa Badak, Situ Rawa Kutuk, Situ Rompong, dan Situ Sasak. These lakes have not been used fully utilized, even some of them have been used as the area for society to live, such as Situ Kuru, Situ Kayu Antap and Situ Rawa Kutuk. Even worse, these three lakes are considered perish since they cannot be seen from satellite photo anymore (source: Kompas, Febr 15, 2013).

Water quality of these lakes are getting worse like in Situ Bungur and Situ Parigi. Besides, the location of other lakes bordered with road are also prone because of the inappropriate dams such as Situ Sasak and Situ Ciledug at Pamulang. The

government attention for these lakes is not optimal yet. They cannot even control the environmental damage done by the society living around these lakes.

The authority for lake management that supposed to be handled by Department of Public Works raise another problem with the regional autonomy system since not all natural sources can be automatically managed by local government.

In order to limit the breaking down of these lakes, both central and local government issue some policies and also require the participation of the society. It is found that most of the damage of these lakes is caused by low self-awareness of the society about environmental sustainability. Thus, society's role to get involve in protecting the environment around lakes and all local assets is highly required.

Based on the problems described above, the description of lakes management in Tangerang Selatan can become a model to implement lakes and water reservoir management policies in Indonesia. This study will comprehensively describe the situation and condition of all lakes in Tangerang Selatan, how they are being optimized both as water resource and local revenue sources and society participation in these lakes management especially towards government policy and its implementation.

## Literature Review

**The Concept of Politics Policy.** The succeed of government programs totally depends on the plans behind the programs. The plans cover any public policies set by government in order to achieve certain goals through several stages.

William Dunn proposes several stages in setting policies, i.e. outlining agenda, formulating policy, adopting/legitimizing policy and evaluating policy. Each stage is connected to the next stage, and last stage (evaluation) is interrelated to the first stage (agenda outlining). The analysis of policies will critically assess any relevant knowledge in one or more stages.

**Basic Concept of Lake Management.** Riyanto (2011) explains lake (situ) as a container of stagnant water above the soil surface both naturally or artificially formed by using land water and or soil surface water as the sources. Lake has some important functions such as: *first*, as rainwater reservoir and water infiltration (this is the main function). *Second*, as biodiversity evolvement. It can be seen from the evolvement of flora and fauna in this lake. *Third*, as water sources for irrigation and domestic needs. *Forth*, as flood controller. *Fifth*, as low-scale fishery business which means as sources for society's income. *Sixth*, as recreation centre/area. In some places both in Tangerang Selatan and Bekasi, some lakes has been developed into recreation centres and these efforts also contribute to domestic income. Thus, the existance of these lakes in Tangerang Selatan especially, shoul be managed well in order to get its benefits. Central government needs to issue local legal regulation related to this matter.

Ostrom (2009) cited in Adhar (2011) proposes some efforts can be taken in managing lakes, such as: *first*, short-term handling, this way can be done through: (1) building lakes border line and jogging track; (2) avoiding any illegal building and living area; (3) digging shallow area around lake; and (4) rejecting any certificates issued for living in the area of lake. *Second*, mid-term handling, can be done with the following efforts, such as: (1) admitting fixed area for situ based on spatial plans (*Rencana Tata Ruang Wilayah*); (2) land acquisition in the area of lake (3) reforestation the area around lake. *Third*, long-term handling, which protects situ area based on legal constitution.

The management of lakes do not only depend on policy and action of central government, but it should also require the participation of the society. In general, this sustainability development should be based on the following principles: first, integrated, which means the management of lake should integratedly involve certain related government offices, association, society, private sectors, and universities. Second, community-based, which means that lake management should be handled by the community/society. The society can make a group-work that will be responsible for this lake management. As Ostrom says that public property must not only be handled by private sectors or government. Generally, a common good is shared but at the same time also rivalrous.

## METHODS

**Research Method.** This is a descriptive-qualitative study in which the writers directly saw, observed, and felt how local government implement any policies related to lake management in their area. The description of the study is also supported by an evaluative review about social impacts toward these policies and ways to overcome these.

**Data Collection Technique.** The data of the study were collected repeatedly through observation, interview, Forum Group Discussion (FGD), and literature review. FGD was done to discuss any government policy which was implemented, has been implementing, and should be implemented especially those related to lake management, monitoring and evaluation. The discussion done along the research together with the government of Tangerang Selatan, society, and lake management officers. The literature review done to give detailed and factual description about lake management and all its policies.

**Data Analysis.** The data of this study was being analyzed systematically both in its content and policy.

## RESULT

**The Review of Lake Management in the Past.** It is evaluated that the management of lake in Tangerang Selatan not maximum yet. The broken-down of Situ Gintung happened in 2009 became one of the indicators for this. The government seems to be not responsive to any complaints and information given by the society about critical condition of lake. And this condition happens as one effect of central government authorization.

**Situ Management Over-lapped between Local and Central Government.** In the development at local autonomy era, the environmental management refers to the Constitution No. 23/1997 about Environmental Management, the Constitution No.32/2004 about Local Regulation, and the Constitution No. 33/2004 about the Balanced between Local and Central Finance. The authority of managing the environment, it is limited by Government Regulation No. 25/2000 about the Authority

of Government and Province Authority as Autonomous Region. In managing the environment, provincial government has 6 authorities especially those among regions, so that the main point of this is in regions/cities. It is stated on letter issued by the Minister of Domestic Affairs No. 045/560 date: May 24, 2002 about the admission of authority/positive list that compose 79 authorities in environmental sectors.

The Constitution No. 32/2004 implemented through Local Regulation No. 25/2000 focuses the management of environment as the responsible of local government, so that national policy (PROPENAS) explicitly formulates natural resources and environment programs. These programs cover:

- a. Program of Development and Improvement of Natural Resources and Environment Information Access. This program is aimed to get and share detailed information related to natural resources and environment potentiality and productivity through inventarization, evaluation and information system. The objective of this program is providing good availability of natural resources and environment information accesses either in the form of spatial data of infrastructure, amount, and balanced sheet of natural resources and environment by the society in each region.
- b. Program of Improving the Effectiveness of Management, Preservation and Natural Resources Rehabilitation. This program aims to keep the balance of benefits and preservation of natural resources and environment of forest, sea, water, air, and mineral. The objective of this program is to utilize natural resources in order to support the materials for industry needs efficiently and sustainability. Besides, it also has the objective to protect conservation areas from uncontrolled actions dan from exploitation.
- c. Program of Avoiding and Controlling Environmental Damage. This program is aimed to improve the quality of environment damaged by over-used of the natural resources, activities of the industries and transportation. The objective of this program is to create a standardized hygiene and healthy environment.
- d. Program to Organize Legal Institutions, Manage Natural Resources, and Preserve the Environment. The aim of this program is to develop legal institutions, organize law system, form law stuff and its policies, and to issue legal law related to the preservation of effective and good environment. This program has the objective to provide legal institutions related to natural sources supported by legal constitutions and to implement fair and consistent rules.
- e. Program to Improve Roles of Society in Managing Natural Resources and Preserving the Function of Environment. This program aims to improve the roles of stake-holders in managing natural resources and preserving the funtion of environment. This program designed to provide the facilities for society in managing the natural resources and the environment starting from the formulating the policies, taking decision, planning, implementing until controlling. The weakest part of implementing the constitution of environment is in legal regulation. Thus, at this part, any problems related to legal regulation will be discussed further.

Some problems related to any implementation of legal regulation related to the management of environment are as follows:

- 1) The Regulation about environment
- 2) The strenghten of environmental institutions
- 3) The application of environment management in permit process

- 4) The socialization of education related to rules and knowledge of environment
- 5) The improvement of both quality and quantity in the coordination with related institutions and stake-holders
- 6) The integrated control towards legal implementation of the environment
- 7) The formulation of any punishments to those who break the regulation of environment
- 8) The improvement of human resources' quality and quantity
- 9) The raising of capital to manage the environment

**The Existance of Displaced Lakes.** There are many lakes and swamps in Tangerang Selatan, and some of them are: Situ Rompong, Situ Kuru/Legoso, Situ Bungur, Situ Kayu Antap, Situ Parigi, Situ Rawa Badak, Situ Cileduk, Situ Sasak/Pamulang, Situ Danau Biru, Situ Rawa Kutuk, Situ Buaran, Situ Tandan Bukit Pamulang Indah, and Situ Kencana Loka, and also some lakes in the area of Puspitek Serpong and rivers in Kota Tangerang Selatan used to irrigating rice fields. There are 1.456 Ha rice-fields with technical irrigation and the other 23.740 Ha rice fiels with semi technical irrigation.

As the income sources for the society, these lakes and swamps used to multiply various kinds of fishes such as ikan belida, ikan gabus, ikan bloso, ikan patin, ikan caung, ikan tawes etc. Besides, these lakes can also be used as the recreation centre.

**Lakes-Based Community Group.** Besides the government of Tangerang Selatan, there are some community groups that participate to manage lake. Some of those groups are such as:

1. Masyarakat Pengelola Situ Gintung (MPSG)
2. ASA kelompok masyarakat pemerhati lingkungan
3. OKP Ganespa, organisasi kepemudaan (Generasi Muda) Pengelola Situ Muara
4. Paguyuban Pengelola Situ Ciledug 7 Muara, lokasi markas Muara Kelima,
5. Koalisi Rakyat Pengelola Situ Parigi (Korpsp) Kecamatan Pondok Aren,
6. Kelompok Masyarakat Pengelola Situ Bungur berdaya
7. Ranita, kelompok mahasiswa pecinta alam pengelola Situ Kuru/Legoso,

## **THE SUGGESTION FOR PRESENT AND FUTURE POLICIES**

The policy for lakes' management should be implemented with the purposes of: protecting and improving the functions of lakes, preventing environmental damage and recovering lakes damage.

Society's awareness on value and functions of lakes are totally required to support these purposes. In relation to this, there are some activities can be done to improve the quality of human resources, such as:

- a. Improving the coordination among institutions
- b. Improving human resources' skill through training
- c. Socialization
- d. Improving society's awareness on the improtance of lakes

**The Implication of Tangerang Selatan's Status from Region towards Lakes Management.** After being developed from region into city, Tangerang Selatan gives many positive implications towards lakes management. The condition of lakes which previously not being maintained well and being damaged by irresponsible doers caused a very serious problems both to the condition of lakes and the society living around those lakes. After becoming the city, local government of Tangerang Selatan cooperates with SKPD in managing the lakes better by keeping its cleanliness, reforestrating the area around lakes, involving society to participate in managing lakes, holding various events in the area of lakes. These efforts are considered effective to reduce the damage of lakes.

Since the cooperation among SKPD and local (camat) and (lurah) gives a significant impacts, the efforts done for this lake management are fully supported by the society. They do their best in cleaning the garbages and grasses around the lakes. Some related institutions like BLHD, Dinas Bina Marga and SDA, Dinas Tata Kota, Dinas Kebersihan and all related official government in each region of Tangerang Selatan also take a part in the efforts to maintain lakes and swamps in their own region.

**Recommendation for Society-Based Lakes Management.** BLHD as SKPD that responsables for managing and preserving the environment, proposed several times in both formal and imformal meeting with central government about society-based lakes management. The proposal was also completed by data analysis and facts describing how important to delegate the authority of lakes management from central government to local government. It is hoped that this delegation will make these lakes become better-maintained. BLHD's proposal covered some aspects in details; planning for the maintenance, planning for rehabilitation, the person who responsible for this maintenance, and the society involved. This society should be clearly explained; they group the community by themselves or by the government, whether they have legal body and is it temporarily formed? The action plan should also be described whether it is stated on the short-term program, middle-term program or long-term program. Furthermore, how to supervise the maintenance including cost expenses towards APBD should also be clarified.

This research recommends the policy in which lakes management should be delegated from central government to local government. In this case, local government will cooperate with group of society of non-government organization in the area of lakes. A model of collegial collective can be chosen for this management cooperation in which all related SKPD like Hygiene Service Office, Dinas PU Bina Marga and BLHD works together based on their own job description. This collegial collective model is also aimed to provide the society with direct access to report problems to SKPD through manager post of lakes. Thus, the secretariat for manager post of lakes is also needed. Its organization will be formed on the basis of *from, for, and by* the society. The forming of manager post of lakes should be proposed by the society and facilitated by BLHD as the legal body to manage the environment in Tangerang Selatan. Some organizations founded by BLHD are OKP GANESPA (Youth Organization GANESPA) that manages lake of 7 Muara; community for 7 Muara or Fifth Muara manager; Koalisi Rakyat Pengelola Situ Parigi, community to manage Situ Bungur; MPSG society to manage Situ Gintung; community of ASSA (social association) which deals with environment; community of Ranita UIN which manages Situ Legoso; group of community that manages Situ Sasak Tinggi Pamulang.

The concept of community empowerment can be united the organizations of society which voluntarily serve for the environmental sustainability especially for lakes management. These communities are motivated to actively participate in this management through facilities providing, information giving related to the importance of hygiene and sustainability environment. They are also given incentives for their works. The symbiosis mutualism becomes the concept of building this community in which they aware that these lakes give benefits for them and the environment around them.

The following are some community empowerment that concern with the sustainability of the environment (in this case situ):

**1. Community of Setu Ciledug Tujuh Muara.** The vision of this organization is to safe and maintain the environment around the area of lake (situ) as the area of water absorbent and soil-water reservoir.

It has missions as the following:

- a. Social mission: to empower the society professionally in order to raise a prosperous living, religious and environmentally conceptions;
- b. Art and Culture mission: to support and initiate the participation of the society towards local various cultures to be developed in long-term future and contributors of traditional culture in enriching the cultures of the nation;
- c. Economic mission; to support those two missions above as the efforts to give an added value to any products which are highly economics and unique.

**2. Youth Organization GANESPA.** This organization was born from youth determination and desire to express their talent and interest in an organization to create qualified human resources. Its vision and missions are to tighten up youths' relationship in the area of Tangerang Selatan; to express and develop talent and interest of youths; to actively participate in any of society's activities related to environment.

**Recommendation for Financing.** The financing for this society-based lake management model can be done through the mechanism of APBN supported by APBD.

- 1) Financing from APBN can be expensed to maintain the area around lakes since in the legislation, these lakes are central government's properties. Its implementation can be done by local government under the limit of deconcentration fund. This fund might be granted by the Ministry of Public Works or the Ministry of Environment.
- 2) Funding of APBD can be implemented with decentralized mechanism in which district finance law regulates the society role to the management of environment funded by domestic budget.
- 3) Funding from other sources or donadaom investor, private sectors and any other parties that concern with lakes management in Tangerang Selatan.

## CONCLUSION

Based on the description above, it can be concluded that:

1. Society-based lake management is a model that can be implemented in all over Indonesia. This kind of model applied in Tangerang Selatan can also be used as the guidance to save the asset of our nation, to conserve the environment, and to give benefits to the community around the location of the lake. A well-managed of this lake will give some benefits, such as comfortable area, hygiene environment, additional income (in this case, domestic income)
2. Society-based lake management expenses can be set by using the allocation of estimates of state income (*APBN*), estimates of regional income (*APBD*) and other financial resources such as donation.

## SUGGESTION

The writers suggest that SKPD can run their job description well especially in related to society-based lake management by giving the responsibilities to region environmental agency (*BLHD*), and Bina Marga to maintain the facilities and Head of Hygiene Department (*Kepala Dinas Kebersihan*) as the caretaker for the environmental cleaning.

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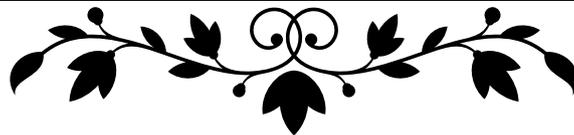
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# **ECONOMIC, FINANCE AND MANAGEMENT**

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## KUD MEMBERS' PARTICIPATION DEVELOPMENT THROUGH SOCIETY EDUCATION

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### Abstract

This research conducted based on the weak participation of KUD members. KUD members' participation is very determined by the members' habits. The weak participation of KUD members will affect the weak of KUD activities. Therefore, the benefits that is gotten by members also low which affects the prosperousness of the members that most of them are live in a small village. Bantul district was chosen as the field of the research because after the earthquake years ago, the participation of the KUD members are getting weak. In Bantul, almost 50% of the KUDs are non-active KUDs. This study is intended to produce a model in a form of "guidance" for KUD, therefore it might be used to develop the KUD activities in Indonesia. The first year research was funded by Dikti grant competition 2013 found that KUD participation was weak, then many KUDs went bankrupt because KUD could not rise. In this second year of research, the researcher emphasized the research on KUD members' habits and provided support and training to them assumed that their participation as the members would rise and rise the KUD activities. The total respondents for this second research was 116 respondents. The instrument used in this research was PLS (Partial Least Square) to investigate the habits factor which has influence in KUD members' participation. The data gathering technique used in this research is questioner, while the sampling gathering technique is judgment sampling. The result of this research indicates that Biographical Characteristic, Learning Process and Ability give direct positive influence and significant to Organization Commitment. Learning Process gave direct positive influence and significant to Organization Commitment, Organization Commitment gave direct positive influence and significant to Members' Participation, Members' Participation gave direct positive influence and significant to benefits received by the members. The result of this research also proves that support and training for KUD members must be conducted continually and increase the KUD members' participation. Based on the result of this research, the researcher intended that the government should give better attention to KUD by providing support and training continually, therefore KUD might rise.

**Keywords:** *biographical characteristic, learning process, ability, organizational commitment, members' participation*

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### INTRODUCTION

One way to increase the village society's prosperousness is by forming KUD (*Koperasi Unit Desa*). It is expected that KUD can be a place where the villagers may own and govern their own economic activity, therefore they can also rise their prosperousness level. However, the fact shows that KUD have not achieve the completely goal yet. This is caused by the weak condition of KUD members' participation.

Bantul district in Yogyakarta as the area which got the worst effect of earthquake in 2006 shows that the KUD members' participation getting weak. Therefore, there must be a way to increase the consciousness, enthusiasm, and ability of Bantul society to have cooperative activities through cooperative learning process in order to increase the villagers' participation in KUD.

KUD members' participation is an important thing to achieve good KUD activities. The more KUD members' participation, the easier way for KUD to be developed. Arief (2000) and Arief (2014) shows that KUD and non KUD members' participation in Yogyakarta is weak. It can be seen by looking through their participation in RAT (*Rapat Anggota Tahunan*) or yearly members' meeting, voluntary reserved activity, and unit activity using participation that still least.

Besides those cases above, KUD has an important role in National Development, especially in villagers' development. It shows that KUD members' participation as an important indicator in the KUD successness is still in a weak condition, therefore in the first year of this research tried to find the factor that affected villagers in KUD participation. The first research found that: 1) the society habit, the low consciousness of the society and the KUD members' motivation development through continually training cause the weak of KUD members' participation. However, those things are needed to increase the members' commitment which will increase their participation. 2) Doing continually learning is to increase the members' and the committee's ability, so that members' commitment to KUD also increase.

Based on the first year research, the second year research was done to develop the KUD participation through the right participation method (Mayoux & Chamber, 2005). In this research, the research did the same research which emphasized on habit factor, did extension and training to help KUD in increasing their active participation, and also made model of KUD members' participation development to rise and build KUD participation.

## Review of Related Literature

**Member's participation.** Hersey (1993) shows that KUD members' participation can be divided into two dimensions based on the members' dual identity:

1. **Member in position as the owner.** In this case, KUD member gives contribution to the cooperative growth and formed in a form of economic contributions as: infestation participation, reserve forming, and reserve itself. In a position as the owner, member also take a role in: setting the goal, controlling process, decision making to the cooperative living.
2. **Member in position as the owner/ customer.** In this case, cooperative's member takes benefits in many chances prepared by cooperative to support the needs.

**Biographical Characteristic.** Biographical characteristic can be analyzed through: age, sex, marital status, number of dependents, and tenure. To understand how big the effect of biographical characteristic is to the participation, it must be connected to: *productivity, absence, turn over, and satisfaction.*

**Personality.** Luthans states that personality as a dynamic organization in the individual psychological system will decide the unique consideration to his

environment. If somebody is able to organize the ability of personality makers, then he will rise up with the complete personality.

Robbins (2003) states that personality as a dynamic organization in the individual to physic-psychology determines the unique adaptation regarding the society. The personality of a men is decided by: heredity, environment and situational.

**Perception.** Luthans (1994) states perception is a cognition process experienced by individual in understanding his environment through his sight, hearing, instilling, feeling and smelling.

Robbins (2003) defines perception as a process where individual organize and interpret his sensory impressions in order to give meaning to his environment. According to Robbins (2003), perception is influenced by: *perceiver*, *target*, and *situation*.

**Attitudes.** Robbins (2003) states that attitude is an evaluation question about an object, person, or event that is showed through happy feeling or unhappy feeling. Therefore, attitude show somebody's feeling to something. In understanding an individual attitude to an organization can be measured through: *Job Satisfaction* and *Job Involvement*.

**Motivation.** Steens, states that motivation is an individual interest power to be involved in activities which give direction to a work life. This is not a relative feeling, satisfaction, of a job, but a feeling of willingness to work to reach the job goal. Thoha at Subyantoro (2006) states that basically, individual consideration is determined by the willingness to reach a goal. That feeling is the motivation.

Robbins (2003) defines motivation as a real effort to reach a goal, according to the ability, to satisfy the individual and organization needs. Therefore, those opinions can be summarized whether motivation and perception affect individual in involving himself in a work and his organization participation.

**Learning Process.** Robbins (2003) states that learning process is relatively permanent change in behavior that occurs as a result of experience. In learning process, there are important elements:

- change : learning covers a behavior changing
- permanent : behavior changing should be permanent, therefore there will be learning.
- experience : different form of experiences are needed in learning process. Therefore, learning is very influence somebody's involvement in a job organization participation.

**Ability.** Robbins (2003) defines ability as individuals' capacity to perform the various teaches in a job, or individual ability to do many duties in his job. Therefore, individual will use his abilities and his physic. Based on that definition, it can be conclude that ability affects learning process and individual involvement in his job and his organization participation. It is shown as follows:

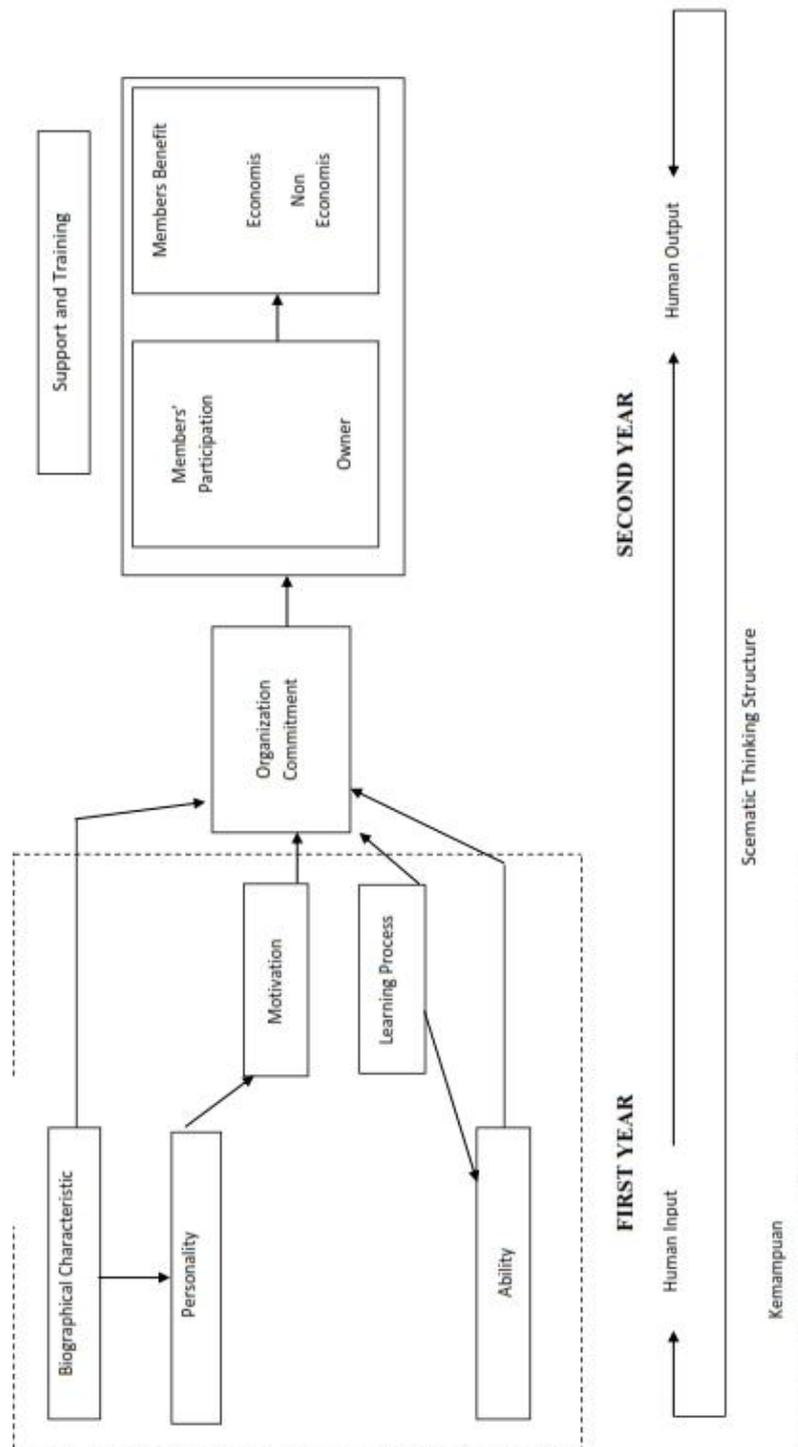


Figure 1.

## METHODOLOGY

**Population and Sample.** In this research, the population was KUD's members in Bantul, Daerah Istimewa Yogyakarta. The samples selection were conducted through *judgment sampling*. The use of *judgment sampling* had an aim to make the chosen sample is appropriated to them who has the characteristic of the population such Bantul's people. They are registered as KUD's member in Bantul.

The determination of the sample size was based on practical instruction (*rule of thumb*) which was given by Roscoe (Roscoe, 1997, at Sekaran, 1992), was for the *multivariate* research. The *sample size* of multivariate research had to be several times (ten times or more) from the number of variable research. This happened because there were seven variables in this variable research, so the samples which were taken 150 respondents only could be proceed for 116 respondents. This research used The KUD's objects in Bantul.

**Data Gathering Method.** The data gathering method was conducted by distributing the questionnaire.

### Analysis Method

**Validity Test and Reliability.** The Validity test was conducted to know how accurate measuring instrument developed could measure the data accurately. This validity test used *Person Product Moment Correlation*. The validity test was used to select question items which is relevant to be analyzed. One way of testing validity could be conducted through looking at the correlation between each question items score with the total score( Sugiyono, 2006). If the correlation between each score and total score showed a significant value, therefore, that question item was valid.

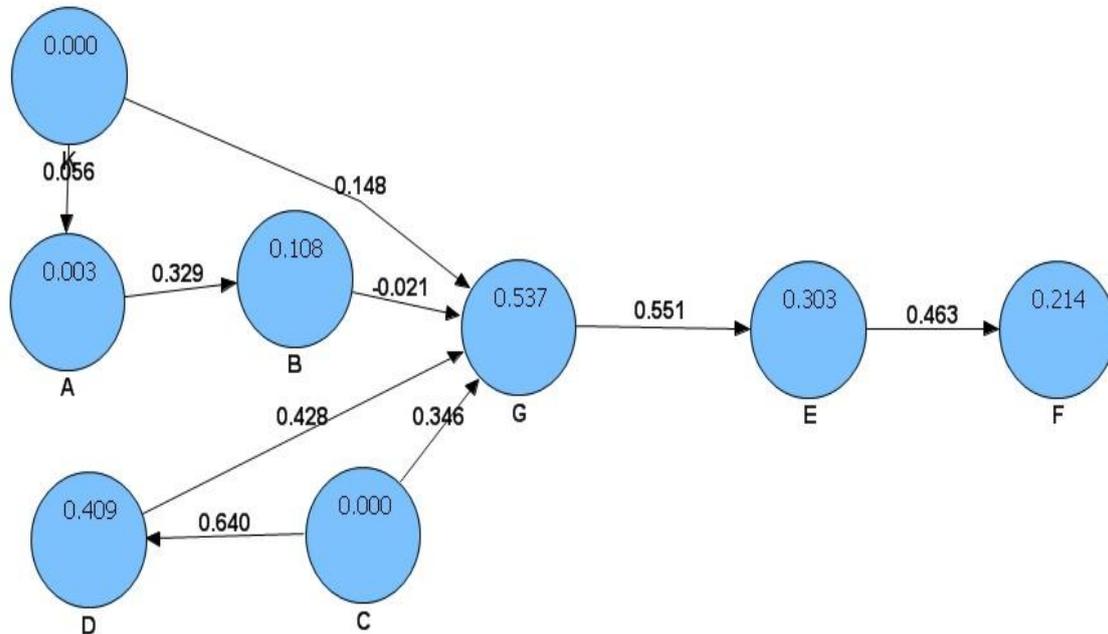
The significance test of *outer loading* showed that all items have a smaller significance level from  $\alpha$  (0,05). It made all items could be considered to have a good *convergent validity* index. Reliability test was conducted to know consistent the measuring instrument in giving the measurement result. In this research, the test instrument was through Cronbach Alpha coefficient. The *Cronbach's Alpha* coefficient was increasingly near to 1,0 so the higher the consistency of the answer score points of the questions, the more trustworthy would it be. The reliability which was less than 0,6 is less good; the reliability 0,6 is enough; the reliability 0,7 could be accepted and beyond 0,8 is good (Sekaran, 2002). The analysis result showed that the value of *cronbach's alpha* and *composite reliability* had a value more than 0,7. This showed that the research variable was reliable.

**Analysis Technique.** It used *Partial Least Square (PLS)*, Amos program.

## RESULT AND DISCUSSION

This research was conducted on the entire of KUD in Bantul district which is still active. In this research, some members of KUD were the employed sample. The data gathering process obtained 116 of the respondents.

The hypothesis in this research was conducted by analyzing the needed data relation also the relation between the exogenous and the endogenous variable with the statistic test of *Partial Least Square* (PLS). The result of the analysis was provided as follow:



Source: Data Primer Diolah, 2014

Figure 2. The Result of Coefficient Path

Table 1  
Coefficient Path of Research Variable

Line	Coefficient Path	t-statistic	Compatibility
H <sub>1</sub> : K → A	0,056	0,787	0,433
H <sub>2</sub> : K → G	0,148	2,232	0,028
H <sub>3</sub> : A → B	0,328	3,850	0,000
H <sub>4</sub> : B → G	-0,021	0,521	0,603
H <sub>5</sub> : C → D	0,640	11,505	0,000
H <sub>6</sub> : C → G	0,346	4,321	0,000
H <sub>7</sub> : D → G	0,428	4,624	0,000
H <sub>8</sub> : G → E	0,551	9,140	0,000
H <sub>9</sub> : E → F	0,463	7,000	0,000

Source: Data Primer Diolah, 2014

Based on the previous table, it can be concluded that:

1. **The effect of respondent's characteristic to personality:** In coefficient path, it is found that the effect of the respondent's characteristic to personality was 0.056. The t-statistic was 0.787 with the 0.433 of the compatibility level and it is higher than 0.05. It shows that the variable of the respondent's characteristic didn't

significantly affect the personality. Therefore, the first hypothesis which states the respondent's characteristic affect the personality is **not proven**.

2. **The effect of respondent's characteristic to organizational commitment.** In coefficient path, it is found that the effect of the respondent's characteristic to organizational commitment was 0.148. The t-statistic was 2.232 with the 0.028 of the compatibility level and it is smaller than 0.05. It shows that variable of the respondent's characteristic significantly affects the organizational commitment. Therefore, the second hypothesis which states the respondent's characteristic affect the organizational commitment is **proven**.
3. **The effect of respondent's characteristic to motivation.** In coefficient path, the effect of the respondent's characteristic to motivation was 0.328. The t-statistic was 3.850 with the 0.000 of the compatibility level and it is smaller than 0.05. It shows that variable of the respondent's characteristic significantly affects the motivation. Thus, the third hypothesis which states the respondent's characteristic affect the motivation is **proven**.
4. **The effect of motivation to organizational commitment.** In coefficient path, the effect of motivation variable to organizational commitment was -0.021. The t-statistic was 0.521 with the 0.623 of the compatibility level and it is higher than 0.05. It portrays that the motivation variable didn't significantly affect the organizational commitment. Thus, the fourth hypothesis which states the motivation significantly affects the organizational commitment is **not proven**.
5. **The effect of learning process to ability.** In coefficient path, the effect of learning process variable to ability was 0.640. The t-statistic was 11.505 with the 0.000 of compatibility level and it is smaller than 0.05. It can be seen that the learning process variable significantly affects the ability. Thus, the fifth hypothesis which states the learning process significantly affects the ability is **proven**.
6. **The effect of learning process to organizational commitment.** In coefficient path, the effect of learning process to organizational commitment was 0.346. The t-statistic was 4.321 with the 0.000 of the compatibility level which is smaller than 0.05. It shows that the learning process variable significantly affects the organizational commitment. Hence, the sixth hypothesis which states the learning process significantly affects the organizational commitment is **proven**.
7. **The effect of the ability to organizational commitment.** In coefficient path, the effect of ability variable to organizational commitment was 0.428. The t-statistic was 4.624 with the 0.000 of the compatibility level which is smaller than 0.05. It can be seen that the ability variable significantly affects the organizational commitment. Hence, the seventh hypothesis which states the ability significantly affects the organizational commitment is **proven**.
8. **The effect of organizational commitment to member's participation.** In coefficient path, the effect of organizational commitment variable to member's participation was 0.551. The t-statistic was 9.140 with the 0.000 of the compatibility level which is smaller than 0.05. It can be seen that the organizational commitment variable significantly affects the member's participation. Hence, the eighth hypothesis which states the organizational commitment significantly affects the member's participation is **proven**.
9. **The effect of member's participation to member's benefit.** In coefficient path, the effect member's participation variable to member's benefit was 0.463. The t-

statistic was 7.000 with the 0.000 of the compatibility level which is smaller than 0.05. It shows that the member's participation variable significantly affects the member's benefit. Hence, the ninth hypothesis which states the member's participation significantly affects the member's benefit is **proven**

## CONCLUSIONS AND SUGGESTIONS

### Conclusions

- a) The member of KUD life history characteristics do not affect significantly to the personality of KUD members.
- b) The KUD members' life history characteristics affect significantly to the KUD members' organizational commitment.
- c) The KUD members' personality affect significantly to the KUD members' motivation.
- d) The KUD members' motivation do not affect significantly to the KUD organizational commitment.
- e) The KUD members' learning process affect significantly to the KUD members' ability.
- f) The KUD members' learning process affect significantly to the KUD organizational commitment.
- g) The KUD members' ability affect significantly to the KUD organizational commitment.
- h) The KUD organizational commitment affects significantly to the KUD members' participation.
- i) The KUD members' participation affect significantly to the benefits received by the KUD members.

### Suggestions

- a) From the members' behavior aspect, it can be seen that the members' ability is low. Thus, the continuously learning process is needed.
- b) The administrators or members' biography characteristic is commonly above 50 years of age. Thus, the leadership regeneration is needed.
- c) Since KUD is involved in common activities, the basic of KUD formation is needed to be revised in order to keep the values and principles of cooperation.
- d) Most of KUD member do not know their right and obligation. Therefore, they need to be reminded in order to make them critical and participative in KUD activities
- e) Many of KUD members have too high hopes to their KUD. Thus, the members of KUD need to be given clear and right information about the condition of the KUD.
- f) The management of KUD gives too many promises to the members. It is difficult to be completed if the condition of KUD is not good.
- g) The management of KUD must have a bravery to reject the members who have much debt.

- h) Ownership of KUD infrastructure and facilities adapted to the needs so as not to result in high maintenance costs.
- i) There are so many KUD which are not ready to face modern technology. Therefore, the facilities and work method modernization are needed in order to adapt to globalization.
- j) Sometimes KUD is just a merely members gathering. Thus, member empowerment, training, and ability are needed to be given to KUD members in order to make them more participative.
- k) KUD needs to give a good compensation to the management, so that the work and achievement of the management can be improved.
- l) Sometimes, the management of KUD is not open-minded so that it raises members' untrustworthiness.
- m) Most of KUD have a limited modal so that it need to weave a good cooperation with the third party
- n) KUD needs to hire professional manager in order to grow bigger. (can be from hired from outside KUD who has good competency).

### RECOMMENDATION

In order to get high participation from the member of KUD, KUD member's ability need to be improved through learning and mentoring process to all of KUD's members continuously. The Modul of KUD members' participation improvement and the active role of government are needed to do the mentoring process.

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## INVESTMENT ANALYSIS WHICH RELEVANCE MEASUREMENT FOR GOVERNMENT COMPANY (BUMN) - CASE OF COAL POWER GENERATION

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### Abstract

Equity-based approach MIRR is more realistic when used in operational decision-making of a state-owned enterprises (SOEs). Investment decision in the SOEs is very strategic because their capitalization scale is material enough, having a considerable impact on the state budget and influencing economic growth and public welfare. The approach used thus far is a project-based IRR which may reflect unrealistic condition as *business practices* occurring in the business world. The IRR approach has a weakness because it does not account for *surplus cash inflow* as a source of fund which is in reality used to finance new projects, accelerate the payment of debt, and can be used for the company's operational activity. MIRR approach accounts for benefit gains over surplus cash inflow based upon reinvest rate in accordance with the field selected. Calculation of cash flow that is more realistic in feasibility analysis should be equity-based as reality occurring in the business world. The calculation done thus far is still using project basis so it does not reflect realistic condition because the owners of the project only invest capital in a relatively small amount, for example, about 30% - 35%, the rest is financed by banks, while the debt and interest payments are financed by the internal capabilities of the investment concerned, so that a realistic cash outflow is limited to equity invested by the owners. The size of the investment return of the owners should be based on the fund spent by the owner, not based on the overall value of the investment. The management of state-owned enterprises (SOEs) in the future is coming to realize the importance of changing an approach towards a more realistic one, so as to boost the performance of SOEs in question and provide added values to stakeholders.

**Keyword :** *Capital budgeting, capital structure, opportunity income*

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### INTRODUCTION

Most investment decisions are made using *time value of money* approach through net present value (NPV), benefit-cost ratio (B/C ratio), and internal rate of return (IRR). Investment evaluation techniques will be formulated mathematically in the following discussion. NPV indicator is obtained from the deduction of the *present value of cash inflows* (PVC I) by *present value of cash outflows* (PVCO). Investment plan is considered feasible if the  $NPV \geq 0$ . B/C ratio indicator is obtained from PVC I divided PVCO and declared feasible if the B/C ratio  $\geq 1$ . IRR Indicator is the discount rate that results in  $NPV = 0$  or  $PVC I = PVCO$ , and declared feasible if  $IRR \geq$  cost of capital or gain required. A development in the uses of IRR indicates weakness of this indicator because it is less realistic. IRR indicator does not consider the surplus cash inflow

which can generate additional returns or benefits. IRR formulation is adjusted to reflect more realistic condition through *modified internal rate of return* (MIRR) indicator. Some investment decision-making process sometimes doesn't distinguish between internal and external sources of funds in the calculation of feasibility, giving rise to unrealistic condition in describing the level of feasibility. Internal sources of funds or investor equity as part of a cash outflow are used for financing investment whose returns will be taken into account by the owners. Calculation without distinguishing source of fund or project basis but calculate the overall value of the project which will be returned through the return of investment for life of investment can raise some issues: (a) the use of bank loans is relatively short compared with the life of the investment, for example, the life of the investment is 30 years while bank loan period is only 7-8 years, so that a project is feasible according to the indicators mentioned above but it is not feasible in term of the cash flow as there is a deficit in net cash flow (NCF) during the installment period or not able to pay the amortization and interests due. (b) the feasibility indicator resulting from certain circumstances is smaller or less feasible, but in fact it is quite feasible because of the relatively small investor equity, for example, 30% - 35% of the investment value, while 65% - 70% of the bank loan financing is done through surplus cash inflow generated. Surplus cash inflow during the period of the amortization can be charged to the buyer in the price mechanism, then adjusted after the debt is paid off, as showed in the case studies of electricity purchase by the PLN (state-owned electricity company) from private electricity company or independent purchasing power (IPP) as reported in *Financial Management of the PLN in the Current and Future Times* (Aminullah Assagaf, 2014) and *Investment Feasibility Analysis in Power Generation - Application of Steam Power Plant* (Aminullah Assagaf, 2009). When the debt is financed by cash flow investment, this also means that if the debt is paid off after 7-8 years in the future, then the 30% - 35% of equity investment will become 100% or total assets will be owned by investor, doubling about three times compared with equity invested by the owners. Based on these descriptions, this study tries to investigate and recommends a more realistic alternative by evaluating investment and determining its feasibility based upon MIRR method, equity-based investment financing, and considering the net cash flow. Implementation of this study is highly relevant to the State Owned Enterprises (SOEs), especially in planning investments related to (a) co-operation of private companies, in terms of natural resource management, business partnerships and long-term purchases. Financing using loans of the bank or other financial institutions will be much easier when working with the SOEs; therefore, private equity investment should be taken into account for a balanced benefit of the parties. Indicators in feasibility analysis must be used properly as this may cause a harm on the part of SOEs unilaterally. (b) the calculation of the burden of subsidy with regard to the feasibility level taken into account by the SOEs so many profitable potentials are managed by SOEs to reduce subsidies, but because the data used for analysis are less realistic, so they are handed over to another party. The SOE lost opportunity income or cost savings to reduce the burden of subsidies that became rampant. For examples, in some case studies, management of natural resources such as gas, coal, fuel oil, and other natural resources is handed over to another party. When natural resources are managed by the SOEs, this is financially very beneficial to help ease the burden of subsidies. Investment planning will be very feasible when using equity-based MIRR approach. SOEs will have no difficulty in the use of banking funds as government as the shareholders would be fairly decent from the banking side. c)

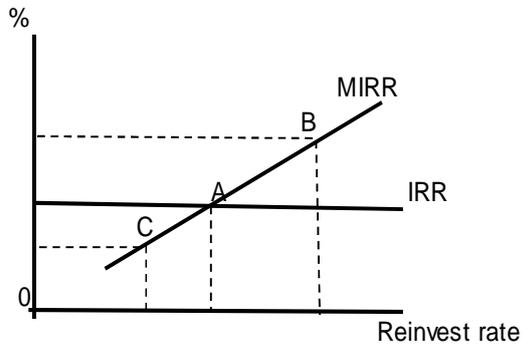
determination of the price that will be charged to the public. When using a project approach, the price charged is higher than equity approach due to difference in levels of investment feasibility. Thus, equity-based MIRR approach produces lower price thereby reducing the burdens of the public. The lower price will drive demand or consumption, meaning that additional capacity and operational expansion are required. The lower price may also encourage the growth of the increased SOEs business scale, at the same time creating multiplier effects in terms of the growth of other business sectors, employment opportunities and economic growth or *augmented rate of growth*. The problem raised in this study is how to convince the stakeholders that the IRR approach and project-based financing used are less relevant as they do not depict realistic conditions in the calculation of the investment or project feasibility.

## LITERATURE REVIEW AND RESEARCH HYPOTHESIS

Study on the use of the concept of the *time value of money* is mostly done with the NPV, B/C ratio and IRR approaches, but MIRR approach is rarely used, primarily because of the complexity of the opportunity to do reinvest and level of profitability or return predicted from existing opportunity probabilities. For ease of calculation, then the hypothesis is used in determining the *return* as the *reinvest rate*. Reinvest rate is determined using the assumed rate of return in line with the field of business chosen. For example, investment in the banking field uses the *return free risk* ( $R_f$ ) such as deposit interest, certificates of Bank Indonesia (SBI), and the interest rate of savings. Each business line has a variable rate of return, thus the reinvest rate will depend on the assumption of business sectors chosen such as trade, property, construction, energy, and others. Here are some relevant studies related to the discussion as showed this site (a) [www.ligasekarwangi.blogspot.com](http://www.ligasekarwangi.blogspot.com) on 19 October 2009 with the title of the *Modified Internal Rate of Return*, stating that the MIRR (Modified Internal Rate of Return) is the criteria for investment feasibility by modifying the IRR method in assessing the feasibility of an investment project. Using this method, return rate equates the PV terminal cash flow to investment values. MIRR assumes that all positive cash flows invested will return to the limit on last year of the project. All negative cash flows are discounted. Efficiency level of project MIRR is consistent with the present worth ratio as showed in this site (b) [www.proapod.com](http://www.proapod.com) with the title of *What IRR, MIRR and FMRR Each Provide to Real Estate Investors*, stating that the MIRR approach makes the assumption that negative cash flows generated during the life of the investment would be financed at a "finance rate", and positive cash flows can be reinvested and earning interest at a "reinvestment rate", (c) as showed in site below [www.investopedia.com](http://www.investopedia.com) with title of *IRR v. MIRR Valuation Methods*, stating that in terms of IRR v. MIRR valuation methods, MIRR is the better choice as it gives a much clearer view on what a company stands to either gain or lose in terms of an upcoming project or purchase. The IRR is more of an optimistic view of returns, while the MIRR is a realistic view. This does not mean that the IRR is obsolete or it cannot be used. In fact, using both in conjecture with a project could be beneficial, as long as you compare and contrast both results.

Based on literature studies mentioned above, the hypothesis put forward in this study is the need to make changes in the investment decision approach in order to obtain a more realistic results. Implementation of MIRR approach and calculation of equity-

based cash outflow are more relevant to determine the feasibility of investment. Meanwhile, net cash flow is used to see internal ability of the projects for settlement of external financing obligations. In comparison, the IRR and MIRR approaches can be described as a graph, where reinvest rate (Rr) determines the amount of MIRR while IRR is constant as surplus cash inflow is accumulated passively.



Point A shows that when Rr is equal to the IRR, then MIRR = IRR. When reinvestment is done in more profitable sectors or Rr is greater than the IRR, the MIRR > IRR, otherwise if reinvestment is less profitable where Rr is smaller than the IRR, the MIRR < IRR. In a more realistic business practices, the surplus cash inflow of investment will be used again for new investments or for more profitable reinvestment, thus providing additional benefits over the planned investment. Furthermore, the IRR calculation ignores reality and just takes into account the cash inflow and cash outflow limited to the scope of the project concerned.

## RESEARCH AND METHODOLOGY

The methodology of analysis in this study is done using a formulation as in *Intermediate Financial Management* (Eugene F. Brigham and Phillip R. Daves, 2007) as explained below,

- (a) Net present value (NPV), where free cash flow (FCF<sub>t</sub>) or cash flow (CF<sub>t</sub>) is cash flow of both cash inflow or cash outflow from time to time during the life of the investment of the n, r as the discount rate,

$$NPV = \left[ \frac{FCF_1}{(1+r)^1} + \frac{FCF_2}{(1+r)^2} + \frac{FCF_3}{(1+r)^3} + \dots + \frac{FCF_n}{(1+r)^n} \right] - \text{Initial Cost}$$

$$NPV = CFO + \frac{CF_2}{(1+r)^2} + \frac{CF_2}{(1+r)^2} + \frac{CF_3}{(1+r)^3} + \dots + \frac{CF_n}{(1+r)^n}$$

$$NPV = \sum_{t=0}^n \frac{CF_t}{(1+r)^t}$$

(b) Internal rate of return (IRR), where IRR is discount rate that results in NPV = 0 or PVCI is equal to PVCO,

$$NPV = CF_0 + \frac{CF_1}{(1+IRR)^1} + \frac{CF_2}{(1+IRR)^2} + \frac{CF_3}{(1+IRR)^3} + \dots + \frac{CF_n}{(1+IRR)^n} = 0$$

$$NPV = \sum_{t=0}^n \frac{CF_t}{(1+IRR)^t} = 0$$

(c) Modified internal rate of return (MIRR) as the discount rate that results in NPV = 0 or PVFVCI is equal to PVCO,

$$\sum_{t=0}^n \frac{COF_t}{(1+r)^t} = \frac{\sum_{t=0}^n CIFT(1+r)^{n-t}}{(1+MIRR)^n}$$

To illustrate the calculation mechanism and relationship between NPV, IRR and MIRR, here are the examples of the hypothetical data of cash inflow (CI) in 1-5 year, respectively; 14,000, 15,000, 16,000, 17,000, 18,000, while the cash outflow (CO) as initial investment is 55,000 and the discount rate of 10% to describe some simulation relationship between NPV, IRR and MIRR.

a) Comparison of the results of the calculation as seen in the following table shows the NPV 4.933, IRR 13.30%, and MIRR 14.02%. This means that a contract requiring the internal rate of return at 14% is not feasible with IRR but feasible with MIRR approach. Similarly, the purchase contract that requires an internal return of 13.5%, the use of IRR requires the price increase, while the MIRR recommend price reduction. In this case, it is necessary to use the MIRR approach as not to harm the buyer or consumer unilaterally, the owner of the investment gets a more realistic information and management take a more informed decision.

NPV, IRR, MIRR

TH	CI	CO	NCF	DF 10%	PVCI	PVCO	NPV
0		55.000	(55.000)	1,000	-	55.000	(55.000)
1	14.000		14.000	0,909	12.727	-	12.727
2	15.000		15.000	0,826	12.397	-	12.397
3	16.000		16.000	0,751	12.021	-	12.021
4	17.000		17.000	0,683	11.611	-	11.611
5	18.000		18.000	0,621	11.177	-	11.177
Total	80.000	55.000	25.000	-	59.933	55.000	4.933
		IRR	13,30%		Finance rate		10%
		MIRR	14,02%		Reinvest rate		15%

- b) IRR generates NPV = 0 as seen in the following table, which is the IRR of 13.30% indicating the discount rate and generating NPV = 0 or PFCI = PVCO by 55,000. This suggests that the investment is conceived as feasible if the IRR is greater than the cost of capital, which also means that the discount rate greater than the IRR will result in a positive NPV or profitable investment.

IRR							
TH	CI	CO	NCF	DF 13,30%	PVCI	PVCO	NPV
0		55.000	(55.000)	1,000	-	55.000	(55.000)
1	14.000		14.000	0,883	12.357	-	12.357
2	15.000		15.000	0,779	11.685	-	11.685
3	16.000		16.000	0,688	11.001	-	11.001
4	17.000		17.000	0,607	10.316	-	10.316
5	18.000		18.000	0,536	9.641	-	9.641
Total	80.000	55.000	25.000	-	55.000	55.000	-
		IRR	13,30%		Finance rate		10%
		MIRR	14,02%		Reinvest rate		15%

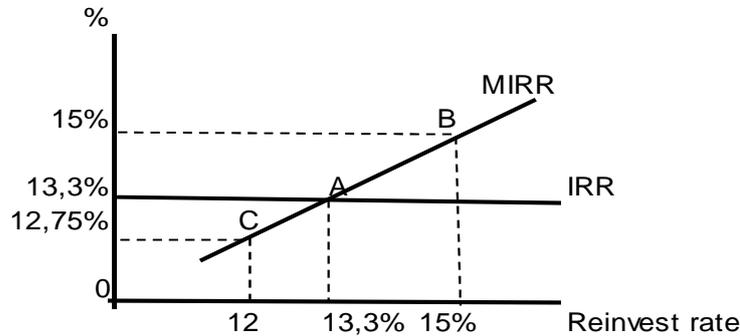
- c) MIRR generates NPV = 0 as indicated in the following table. The calculation requires reinvest rate (Rr) data corresponding to the sectors chosen and this affects the amount of MIRR level to be achieved. MIRR of 14.02% is the discount rate that results in NPV = 0 or PVFVCI = PVCO by 55,000.

MIRR > IRR				Reinvest rate > IRR						
TH	CI	CO	NCF	FVCI		DFPV	PV(FVCI)	PVCO	NPV	
				n	DFFV					FVCI
0		55.000	(55.000)			1,000	-	55.000	(55.000)	
1	14.000		14.000	4	1,75	24.486	0,877	12.704	12.704	
2	15.000		15.000	3	1,52	22.813	0,769	11.836	11.836	
3	16.000		16.000	2	1,32	21.160	0,675	10.978	10.978	
4	17.000		17.000	1	1,15	19.550	0,592	10.143	10.143	
5	18.000		18.000	-	1,00	18.000	0,519	9.339	9.339	
Total	80.000	55.000	25.000	10	-	106.009	-	55.000	55.000	
		IRR	13,30%			Finance rate		10%		
		MIRR	14,02%			Reinvest rate		15%		

If reinvest rate of 15% is greater than the IRR of 13.30%, then the MIRR is greater than the IRR, and so on when Rr is smaller than the IRR, the MIRR is less than the IRR, and when Rr is equal to the IRR, the MIRR is equal to the IRR.

- d) MIRR is greater than the IRR, with the same calculation but using Rr of 12% smaller than the IRR, then MIRR of 12.75 is less than the IRR of 13.30%.
- e) MIRR is equal to the IRR using Rr of 13.30% or equal to the IRR, then the MIRR of 13.30% is equal to the IRR.

Simulation of the above can be illustrated in the following chart,



## RESEARCH AND DISCUSSION

**Case Studies Selected.** The implementation of the IRR technique and equity base will use projection data from steam power plant (PLTU) developed by a private power company that sells its products to the PLN using project-based cash flow analysis as showed in *Investment Feasibility Analysis in Power Generation- Application of Steam Power Plant* (Aminullah Assagaf, 2009), and as reported in *Financial Management of the PLN in the Current and Future Times* (Aminullah Assagaf, 2014). This discussion will make a comparison between the project-based cash flow analysis and equity-based cash flow. MIRR and IRR approaches are used in both analyses. Regarding this calculation, the level of relevance and reality in the business world can be compared, as well as the financial impact in operation of SOEs can be demonstrated.

**MIRR approach is more realistic in investment decisions.** Results of the simulation in appendix 1 of project-based cash flow analysis showed that NPV = 16.518, IRR = 11.13%, and MIRR = 13.77%. This shows that the MIRR approach in investment decisions is more realistic, especially because surplus cash inflow used in business practice will be used again to support investment and routine operational activity of the companies that may generate benefits. Benefit of the use of surplus cash is received from the return of investment and can be used operationally to accelerate debt repayment if the cost of capital on the loan is greater than the expected return of the investment. Such benefit is a part of the investment plan that should be reckoned. In the IRR approach, benefit is not considered, while the MIRR is calculated through reinvest rate (Rr) indicator. The higher achievement of Rr, the higher the achievement of the MIRR, even greater than the IRR. Conversely, if Rr achieved is less than the amount of the IRR, the MIRR is also smaller than the IRR achieved. When Rr is as large as the IRR, the MIRR achieved is equal to the IRR. Business practices as assumed in the calculation of the IRR is almost certainly no longer found in the business world, including state-owned enterprises (SOEs) such as the State Electricity Company (PLN). The returns obtained from the investment of PLN will be used again for new investment or for fulfillment of operational needs so no need to seek new loans to meet their financing needs, thereby saving the cost of capital for financing categorized as reinvest rate. In addition, PLN and other SOEs generally still use the IRR approach for analysis

of investment decisions. The management of SOEs such as PLN adopts MIRR approach in investment decisions. The purchase of electricity from private power companies still uses the standard IRR and even uses the project base, the opportunity of PLN for cost savings of electricity purchase can be calculated simply when using the IRR approach and equity-based cash flow. In contrast, the private power companies get significant benefits allowing them to make an expansion after the debt is paid off as IPP which has been in operation at this time.

**Equity-based cash flow approach is more realistic in investment decisions.** The results of the simulation in appendix 2 of the equity-based cash flow analysis showed NPV = 116.970, IRR = 30.06%, and MIRR = 18.43, suggesting that the equity approach produces greater MIRR than the project-based approach only reaching 13.77%. Equity-based cash flow approach in the business practice is more realistic as the project owners just invest their capital which is relatively smaller, and then the rest is financed by banks. Furthermore, the investment on its own pays off the debt, so it can be stated that the investment actually only requires a relatively small capital. For example, case studies demonstrate that some private power companies only provide funds of 30% - 35% for financing of steam power plant (PLTU), the rest of about 65% - 70% is financed by the banks. If the simulation of the project takes into account the cost of investment at 100% or including banking funds, then certain standard IRR is used to determine rates of electricity sold to PLN, thereby the results can certainly be greater than the rates calculated based on equity-based cash flow approach. Compare the results of simulation in appendix 1 with IRR of 11.13% for using project-based cash flow, and with the same data but using equity-based cash flow approach, then IRR = 30.06%. Thus the rates agreed by PLN and private power companies are much cheaper when using equity-based calculation. The state-owned enterprises (SOEs) should adopt a concept of equity-based investment decision analysis because the realization of investment that occurred thus far also used equity-based calculation including the cooperation between PLN and private power companies.

**Consequences of IRR and project-based cash flow approaches.** When a state-owned enterprise (SOE) remains using the traditional calculation models which are unrealistic as aforesaid, then the consequences are (a) the harm to the company for buying at higher price, (b) in the partnership/cooperation, the SOEs only get relatively small benefit or small share of benefit, (c) increasing the burden of subsidies due to transaction calculated based upon project-based IRR, (d) providing significant gains to the private companies, including foreign companies cooperating with SOEs, (e) increasing cost of the project due to the investment value calculated by IRR which is relatively smaller especially when the construction project is done by private company. This weakness will happen continually if the management of SOEs does not immediately make changes in the approach used in evaluating the project. Nationally, investment in the SOEs is so material compared with investment in the private sector. SOE investment also significantly influences the economic growth and welfare of many people, so it is worth considering any weaknesses in the process of calculation as explained above. Hopefully the management of SOEs in the future would be more responsive in assessing anything which is of financial or economic importance that can improve the performance of the company, reduce the burden on state finance and improve the welfare of people.

## CONCLUSION AND LIMITATION OF THE STUDY

### Conclusion

Regarding the description given above it can be concluded that:

- a. many investment decisions are made using the IRR approach, while the weakness of this approach is already recognized as unrealistic as business practices that occur in the business world.
- b. MIRR approach has refined drawbacks in IRR by taking into account of the reinvest rate (Rr) in utilizing surplus cash inflow.
- c. The calculation of investment-cash flow uses project-based approach so that the value of the resulting rate of returns (IRR and MIRR) is relatively smaller. The consequence would be detrimental to one of the parties and tend to define greater price to achieve a greater return.
- d. Realistic cash flow approach is equity-based because it is more realistic given the business practices that occur in the business world. This approach tends to be more beneficial to both parties and price level is relatively small compared with the project-based cash flow approach.
- e. Management of state-owned enterprises (SOEs) needs to adopt equity-based investment analysis and use MIRR indicator as a correction of the IRR calculation.

**Limitation of Study.** This study is limited by the availability of data and references presented in the public media. When sufficient information is available, the implementation of the MIRR and equity-based cash flow approaches can be presented more perfect. State-owned enterprises (SOEs) can internally implement those approaches because detailed information is available to obtain a more realistic analysis results.

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**Appendix 1.**

**ANALISIS CASH FLOW - BASE ON PROJECT**

Lampiran : 1

Th	CI	CO	NCF	Akum Cash Inflow (CI)				DF 10%	PVCi	PVCO	NPV
				Awal	CI	Bng&Ccl	Akhir				
0	-	138.952	(138.952)					1,000	-	138.952	(138.952)
1	-		-					0,909	-	-	-
2	-		-					0,826	-	-	-
3	19.096	-	19.096		19.096		19.096	0,751	14.347	-	14.347
4	19.272	-	19.272	19.096	19.272	22.011	16.356	0,683	13.163	-	13.163
5	19.441	-	19.441	16.356	19.441	22.011	13.787	0,621	12.071	-	12.071
6	19.604	-	19.604	13.787	19.604	22.011	11.380	0,564	11.066	-	11.066
7	19.760	-	19.760	11.380	19.760	22.011	9.129	0,513	10.140	-	10.140
8	19.907	-	19.907	9.129	19.907	22.011	7.025	0,467	9.287	-	9.287
9	20.046	-	20.046	7.025	20.046	22.011	5.060	0,424	8.502	-	8.502
10	20.176	-	20.176	5.060	20.176	22.011	3.225	0,386	7.779	-	7.779
11	20.295	-	20.295	3.225	20.295		23.520	0,350	7.113	-	7.113
12	20.403	-	20.403	23.520	20.403		43.923	0,319	6.501	-	6.501
13	20.500	-	20.500	43.923	20.500		64.423	0,290	5.938	-	5.938
14	20.583	-	20.583	64.423	20.583		85.007	0,263	5.420	-	5.420
15	20.653	-	20.653	85.007	20.653		105.660	0,239	4.944	-	4.944
16	20.708	-	20.708	105.660	20.708		126.368	0,218	4.507	-	4.507
17	20.748	-	20.748	126.368	20.748		147.116	0,198	4.105	-	4.105
18	20.770	-	20.770	147.116	20.770		167.886	0,180	3.736	-	3.736
19	20.774	-	20.774	167.886	20.774		188.660	0,164	3.397	-	3.397
20	20.759	-	20.759	188.660	20.759		209.419	0,149	3.086	-	3.086
21	20.723	-	20.723	209.419	20.723		230.142	0,135	2.800	-	2.800
22	20.664	-	20.664	230.142	20.664		250.806	0,123	2.539	-	2.539
23	20.583	-	20.583	250.806	20.583		271.389	0,112	2.299	-	2.299
24	20.475	-	20.475	271.389	20.475		291.864	0,102	2.079	-	2.079
25	20.341	-	20.341	291.864	20.341		312.205	0,092	1.877	-	1.877
26	20.179	-	20.179	312.205	20.179		332.384	0,084	1.693	-	1.693
27	19.985	-	19.985	332.384	19.985		352.369	0,076	1.524	-	1.524
28	19.760	-	19.760	352.369	19.760		372.129	0,069	1.370	-	1.370
29	19.500	-	19.500	372.129	19.500		391.629	0,063	1.229	-	1.229
30	19.203	-	19.203	391.629	19.203		410.832	0,057	1.101	-	1.101
31	18.868	-	18.868	410.832	18.868		429.700	0,052	983	-	983
32	18.491	-	18.491	429.700	18.491		448.191	0,047	876	-	876
Total	602.268	138.952	463.315		602.268	154.076	-	-	155.470	138.952	16.518

Sumber : Studi kasus investasi PLTU 1x10 MW (data diolah)

Catatan :           MIRR =     13,77%           Rr =     15%  
                  IRR =     11,13%           NPV =   16.518

## Appendix 2

ANALISIS CASH FLOW - BASE ON EQUITY								Lampiran : 2			
Th	CI	CO	NCF	Akum Cash Inflow (CI)				DF 10,00%	PVCi	PVCO	NPV
				Awal	CI	Bng&Ccl	Akhir				
0	-	38.500	(38.500)					1,000	-	38.500	(38.500)
1	-		-					0,909	-	-	-
2	-		-					0,826	-	-	-
3	19.096	-	19.096		19.096		19.096	0,751	14.347	-	14.347
4	19.272	-	19.272	19.096	19.272	22.011	16.356	0,683	13.163	-	13.163
5	19.441	-	19.441	16.356	19.441	22.011	13.787	0,621	12.071	-	12.071
6	19.604	-	19.604	13.787	19.604	22.011	11.380	0,564	11.066	-	11.066
7	19.760	-	19.760	11.380	19.760	22.011	9.129	0,513	10.140	-	10.140
8	19.907	-	19.907	9.129	19.907	22.011	7.025	0,467	9.287	-	9.287
9	20.046	-	20.046	7.025	20.046	22.011	5.060	0,424	8.502	-	8.502
10	20.176	-	20.176	5.060	20.176	22.011	3.225	0,386	7.779	-	7.779
11	20.295	-	20.295	3.225	20.295		23.520	0,350	7.113	-	7.113
12	20.403	-	20.403	23.520	20.403		43.923	0,319	6.501	-	6.501
13	20.500	-	20.500	43.923	20.500		64.423	0,290	5.938	-	5.938
14	20.583	-	20.583	64.423	20.583		85.007	0,263	5.420	-	5.420
15	20.653	-	20.653	85.007	20.653		105.660	0,239	4.944	-	4.944
16	20.708	-	20.708	105.660	20.708		126.368	0,218	4.507	-	4.507
17	20.748	-	20.748	126.368	20.748		147.116	0,198	4.105	-	4.105
18	20.770	-	20.770	147.116	20.770		167.886	0,180	3.736	-	3.736
19	20.774	-	20.774	167.886	20.774		188.660	0,164	3.397	-	3.397
20	20.759	-	20.759	188.660	20.759		209.419	0,149	3.086	-	3.086
21	20.723	-	20.723	209.419	20.723		230.142	0,135	2.800	-	2.800
22	20.664	-	20.664	230.142	20.664		250.806	0,123	2.539	-	2.539
23	20.583	-	20.583	250.806	20.583		271.389	0,112	2.299	-	2.299
24	20.475	-	20.475	271.389	20.475		291.864	0,102	2.079	-	2.079
25	20.341	-	20.341	291.864	20.341		312.205	0,092	1.877	-	1.877
26	20.179	-	20.179	312.205	20.179		332.384	0,084	1.693	-	1.693
27	19.985	-	19.985	332.384	19.985		352.369	0,076	1.524	-	1.524
28	19.760	-	19.760	352.369	19.760		372.129	0,069	1.370	-	1.370
29	19.500	-	19.500	372.129	19.500		391.629	0,063	1.229	-	1.229
30	19.203	-	19.203	391.629	19.203		410.832	0,057	1.101	-	1.101
31	18.868	-	18.868	410.832	18.868		429.700	0,052	983	-	983
32	18.491	-	18.491	429.700	18.491		448.191	0,047	876	-	876
Total	602.268	38.500	563.768		602.268	154.076	-	-	155.470	38.500	116.970

Sumber : Studi kasus investasi PLTU 1x10 MW (data diolah)

Catatan : MIRR = 18,43%      Rr = 15%  
IRR = 30,06%      NPV = 116.970

## OPTIMIZATION OF SHARIA FINANCING TO INCREASE THE CAPACITY OF SMALL AND MEDIUM ENTERPRISES (SME)

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### Abstract

The purpose of this research is to increase the capacity of Micro, Small and Medium Enterprises (SMEs), to identify Islamic microfinance institutions (BMT) that provide financing / loans specifically for Micro, Small and Medium Enterprises (SMEs) in South Tangerang, identify the problems faced by Enterprises micro, Small and Medium Enterprises (SMEs), identify the type and criteria of financing provided to the micro, Small and Medium Enterprises (SMEs). The method used is the method of survey, by conducting interviews and asking open-ended questions to the list of resource persons of Islamic Microfinance Institutions and actors Micro, Small and Medium Enterprises (SMEs). Findings: in general all have studied LKMS jenisl same financing with various problems that exist in LKMS and SMEs.

*Keywords: Institute of Islamic Microfinance, Micro, Small and Medium Enterprises, types of financing*

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### INTRODUCTION

**Issue Background.** The disparity of economy in income distribution between high-earned level community and the lowas well as those that are under the poverty line is the potency of the biggest problem in many developing countries, including in Indonesia. The government commit several efforts to overcome the poverty, among others through the social safety network program (JPS), a program of rice for poor people (Raskin), direct cash assistance (BLT), health insurance for the poor (Askesin) and others. On the other side the discontent wave of the poor and unemployment still remain against government inability to provide job opportunity, even though allocating in informal sector can mute it.

According to Andre BayoAla (1981), there are some weaknesses in application of the poverty alleviation that are already executed by the government namely :

1. The policy in poverty alleviation is implemented in general without viewing the context of social, economic, and culture in every region (community).
2. The poverty measurement is more influenced by external parties and using much economical parameter. The implication is the concept of handling poverty experience goal bias and reducing the nature of that poverty.
3. The handling of poverty alleviation program undergo beurecracy deeply whereas much failure due to the long procedure entanglement.

4. The poverty handling is frequently overlapped by the very thick political interest so it has no charge or meaning of the poor economy strength.

One of the efforts to improve the people's welfare is the development of Small and Medium Enterprises (SME) and cooperatives that have a great potential in improving the people's living standard. This matter is showed by the existence of SME and cooperative that already reflects on the real social and economic life embodiment of the biggest part of Indonesian community. The large role of SME is indicated by its contribution to national product, the amount of business unit and entrepreneur, as well as the labor absorption. By 2013 the number of SME in Indonesia is 56,35 million units with contribution to gross domestic product of 59,08%, meanwhile to labor absorption is about 97,16% or 107 million people. Despite of its all strategic roles, Small and Medium Enterprises (SME) in Indonesia have only 20% been accessed by bank credit.

On the basis of that issue, the matters want to be adduced by this research are :

1. What kind of efforts are BMT going to do in distributing its financing to SME ?
2. What kind of problems and constraints are faced by SME in running business ?
3. What sort of types and criteria are specified by BMT in order to allocate its financing regards with increasing SMEbusiness?

**Research Purpose.** On account of the issue background has been mentioned before, so the purposes going to reach from this research are as follows :

1. Identifying shariamicro finance institution (BMT) that supply financing / loan particularly for Small and Medium Enterprises in South Tangerang Region.
2. Identifying the problem encountered by Small and Medium Enterprises (SME).
3. Identifying types and criteria of financing delivered to Small and Medium Enterprises (SME).

## Literature Review

**Poverty.** Poverty is the problem coped by a country, foremost in developing country. The poverty affair is something complex whether it is viewed from the causes or dimension. This case is induced by the multidimensional nature of poverty; means that it concerns with the whole of various human need dimension.

Experts from any aspects and discipline of knowledge have already reviewed the problem of it by using miscellaneous measurements and concepts. The economists discuss the poverty by applying the term of life standard, income, and income distribution. According to the provisions of International Labor Organization (ILO) as quoted by Schelzig (2005) that there are five categories of non-monetary poverty i.e. lack of food, water and sanitation, health, education, and housing.

Meanwhile Suparlan (1993) considers poverty as a low level of living standards, namely the existence of a shortage of materials on a number of levels or a party of people compared to the general standards in force in the concerned community. Another case with Friedman (1979) suggests the poverty is inequality of opportunity to formulate the fundamental of social power, that includes: assets (land, housing, equipment, health), the financial sources (credit and adequate income), social and political organizations that can be utilized to achieve common interests, social

networking to get a job, goods or services, adequate knowledge and skills, and useful information.

**Small and Medium Enterprises (SME).** The existence of SME can be reviewed from any perspectives, namely policy perspective, social perspective, and economic perspective. From those three perspectives, economic perspective is the first viewpoint formed in cluster literature. In a simple economic perspective referred to in this article are viewpoints against the phenomenon of the cluster of Small and Medium Enterprises of economic theory.

There are several notions of Small and Medium Enterprises according to experts or parties directly related to Small and Medium Enterprises (SME), for instance: according to Bolton (1971), qualitatively SME can be defined as an independent business, managed by their owners or part-owners and has a small portion of the market. Small businesses are treated as Small and Medium Enterprises (SME) and taken to become an organization employing less than 250 employees, as adopted by the EU (CEC, 1996), the Department of trade and industry, United Kingdom (DTI, 1999) and the Small Business Service, UK (SBS, 2000). Other definitions have been used in the United States (SBA, 2003) and in Japan (METI-SMEA, 2003). For example, the US considers small companies to include those with fewer than 500 employees.

**SME Disagreement.** SME confronts two main problematic cases i.e. financial and non-financial subject (management organization).

#### Financial Matters

1. The lack of conformity (mismatch occurrence) on available fund that can be accessed by SME;
2. The absence of systematic approach in SME funding ;
3. The high transaction cost caused by complicated loan procedure so it takes much time while the disbursement of loan amount is low ;
4. The lack of access to formal fund sources, either due to the absence of bank in remote areas or the unavailability of sufficient information ;
5. The loan interest for investment and working capital is quite high ;
6. A lot of Small and Medium Enterprises (SME) are not bankable, either due to not having a transparent financial management or the lack of managerial and financial capabilities.

#### Non-Financial Matters

1. The lack of knowledge on production technology and quality control caused by the minimum of opportunity to follow technological developments as well as the shortage of education and training ;
2. The lack of marketing knowledge which is caused by the limited information on the market, that can be reached by Small Medium Enterprises (SME), besides of the limited ability of Small Medium Enterprises (SME) to provide products / services in accordance with the wishes of the market ;
3. The limitations of human resources (HR) and also the shortage of resources to develop the human resources ;
4. The lack of understanding on finance and accounting.

**Prior Research.** Sukron, in his research entitled strategy of Islamic microfinance institutions in developing and increasing the financing of Small and

Medium Enterprises concludes that (1) the strategy used by the BMT Al-Munawwarah in developing and improving the financing of Small and Medium Enterprises (SME) as follows : (a) coming directly to the prospective customers, this strategy is used to provide information as well as the promotion of BMT Al-Munawwarah to society and also to boost the local community economy. (b) Therecommendation from old partners, by looking at the partners data that are already known earlier or through another partner and give each other information if there are other partners who require financing for their business development. (c) The types of businesses that are financed, this strategy is utilized to filter out any kind of business can be financed by BMT Al-Munawwarahcertainly based on Islamic jurisprudence. (d) The promotion, in doing this BMT use brochure, newspapers, Internet, radio stations, banners and others. (2) The progression of BMT Al-Munawwarah financing for SME with strategies that have been conducted in developing and enhancing SME financing proved successful because, on average, annually it has increased quite significantly.

Muhammad HafidzLidinillah, in his research named the perception of small entrepreneurs to BaitulwatTamwilfinancing concludes that most small entrepreneurs have a positive perception of BMT product i.e. mudharabahand murabahafinancing. BMT through products financing contributes to the empowerment of Small and Medium Enterprises and supported by the supervision and coaching is executed periodically by BMT.

Febrinol, Solar Prenanto, and AdiTisnaRiyadianDwiCahyo in their research published in Compass newspaper site on September 25, 2012, with the title of “the role of Sharia banking in the Small and Medium Enterprises” said that “when we went further than the condition of the economic development of our society, that the community economy will be the initial seed and will achieve the national economy. Therefore it will contribute to our own society in the development efforts of local wisdom. The concrete shape from the development of the people economy manifested in the form of this Small and Medium Enterprises, if we try to elucidate further, it appears that the thingengaged behind all of those for all this time, one of them is the role of sharia banks that always contribute to the development efforts for the community economy itself.

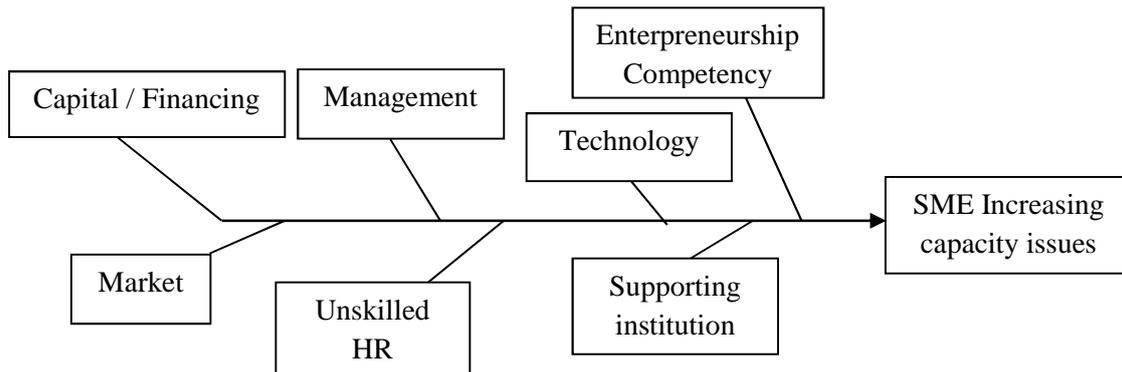
During this, the step of Sharia banks has provided the passion and drive to materialization and awakening ofIndonesian spirit that come from middle-class and want to try to participate in the efforts to actualize the nation economy oriented forward and potentially possesses great bright future that corresponds to the expectations of the low-class community at large. It is all been realized by Small and Medium Enterprises development efforts that really grow the economic potency exists in own body of community.

## **METHODOLOGY**

The type of research used in this study is a qualitative method is inductive analysis i.e. to collect, compile, and describe a variety of data, documents and actual information. The material obtained will be interpreted in the form of analysis thus the goal of this research can be achieved.

According to Sugiyono (2012: 9) that the qualitative research is the research methods based on the philosophy of positivism views social reality as something whole, complex, dynamic, full of meaning, and the relationship of symptoms to be interactive (reciprocal).

According to the research issues will be analyzed, the method used is descriptive and naturalistic method, because this method can dissect, discuss, and recognize the problems.



## RESULT

In South Tangerang there are around 30 BMT that help Small and Medium Enterprises by the form of capital financing (financing). For example Al Munawarrak BMT that provide financing to Rp 20.000.000.000 to SME in 2013, this number is nearly 90% of all financing channelled to the community (Al Munawarrak, 2013).

Tactics of Islamic micro-finance institution (BMT) in providing financing/loans primarily for Small and Medium Business (SME) is as follows:

- a. The Support from Department of KUKM and Department of Industry & Trading South Tangerang is also quite good through training, exhibition & bazaar, assistance equipment, program of brand registration, Halal certification, health service test (PIRT Number) for principals of Small and Medium Enterprises free of charge. All of these activities help SME and BMT associated with formal legal filings.
- b. BMT is able and willing to finance new and growing businesses in their surrounding that never conducted by both conventional and sharia banking.
- c. BMT is able to do the business of financing that has not been established because the Manager is trained sufficiently to perform assessment of business feasibility by different methods.
- d. BMT often approaches and assists to Small and Medium Enterprises to encourage the progress of their efforts, that it is the responsibility of the existing BMT for functioned in prosperity of society.
- e. BMT is willing to serve transaction financing under Rp 1,000,000,- that can never be served by banking authorities and BPR.

The results of the study show that micro enterprises have diverse problems. From this variety of problems faced by the Small and Medium Enterprises, thus it can be divided into internal and external problem.

#### Internal Affairs

- a. Most businesses forms are usually still individual and do not have legal status, the corporate legality aspects is weak, the simple organizational structure with a less obvious division of labor ;
- b. The relatively simple bookkeeping systems and tend to follow the standard rules of administration, so that the data is not up to date. This led to the difficulty of assessing the performance of micro enterprises
- c. The limitations of the human resources (HR) constitute one of the serious obstacles for many Small and Medium Enterprises in Indonesia, especially in the aspects of entrepreneurship, management, production engineering, product development, engineering design, quality control, organization of business, accounting, data processing, engineering of marketing, and market research;
- d. The business margin tends to thin in regard to the very tight competition;
- e. The company managerial experience is limited;
- f. The economic scale is very small so it is hard to expect to achieve the emphasis on cost to gain high efficiency;
- g. The ability to obtain funds from the capital market are low, due to the limited system administration;
- h. The majority of Agents Small and Medium Enterprises cannot separate the personal finance and business capital;
- i. The most of SME is not able to set up the business plan that is going to be prosecuted ; therefore it is difficult to develop.

While its external problems are :

- a. The difficulties in marketing because it is often regarded as one of the critical constraints to the development of Small and Medium Enterprises. One of the aspects related to the issue of marketing is the pressures of competition, either the domestic market from similar products made by large enterprises and import or export market;
- b. The financial limitations in Small and Medium Enterprises, particularly in Indonesia face two major problems in the financial aspects, namely: mobilization of the initial capital (start-up capital) and access to working capital and long-term financial investments that are indispensable for the sake of long-term output growth. Although in general the initial capital is sourced from the capital (savings) or informal sources, but the sources of capital is frequently not reasonable for production activities;
- c. The limitations of raw materials (and other inputs) also become one of the serious obstacles to the growth of output or the continuity of the production for many micro and small enterprises in Indonesia. This is due to the amount of the limited availability of raw materials as well as high raw materials prices ;
- d. The limitations of technology especially household businesses (micro), caused by many factors, including the limitation of investment capital to buy new machines or to improve the production process, information limitations regarding with development of technology or machinery and new production tools, and lack of

human resources to operate new machines or do innovations in products and production processes;

- e. The stakeholder Policies are counter-productive to the development of Small and Medium Enterprises, such as banking regulations that complicate the loan capital, security and convenience in conducting business, local infrastructure, the complicated process in licensing and certification, and the latest is the duty of 1% tax payment for SME.

From some BMT as becoming objects of this research that generally have the same types of financing include:

- a. Mudharabah Financing. Mudharabah Financing is the financing for SME that has a decent effort, but are having trouble in funding, can apply for it. BMT will provide loan capital stock of mutual benefit to both parties.
- b. Musyarakah Financing. Musyarakah Financing is financing for Small and Medium Enterprises that has decent effort, but run into trouble in funding and business management, can apply for musyarakah financing. Small and Medium Enterprises, and BMT will jointly finance the SME business and managing for results in accordance with a system of participation capital of each party.
- c. Murabahah Financing. Financing of Murabaha is financing for Small and Medium Enterprises that requires item or work tools, but has difficulty to collect the funds in cash. SME can apply Murabaha financing. BMT will provide loan funds to be returned all at once at maturity with a marked up (value added).

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## **ANALYSIS DEGREE OF FIT BETWEEN STRATEGY WITH TYPE BEHAVIOR, STRUCTURE AND CULTURE AND ITS IMPACT ON PERFORMANCE**

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### **Abstract**

This study is constructed based on Organizational fit theory stating that the more relation suitability or fit of variables within organization can improve employee performance. The relation suitability of the internal variables in this research includes strategy, type of behavior, structure, and organizational culture. This research is conducted at the Office of Military Court in Yogyakarta Special Region (DIY). In this research the hypothesis test uses contingency approach which will test the relation suitability between two independent variables or bivariate. Hence, it includes the suitability of strategy and the type of behavior, the suitability of strategy and structure, the suitability of strategy and culture; and also its effect on employee performance. The relation suitability will be calculated with euclidian distance score by bivariate. The result of this study indicates that there is a significant effect of relation suitability to the performance of the internal variables in the bivariate. This study is in subject to use fit and flexibility view as a complementary perspective, therefore it is not viewed in the short time dimension. So, if the organization must change to adapt the changes in the environment, then it is part of how the organization should be in accordance with the environment. Continuously, it must be followed by the adjustment of internal variables in order to obtain better performance.

**Keywords:** *Strategy, Behavior Type, Structure, Culture, Performance, fit, euclidian distance*

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### **INTRODUCTION**

The study of relationship or fit of the variables in organization becomes very important to note because it will affect improvement of organizational performance. In regard of the importance, the fit relation of the organization internal factors can substantially reduce internal resistance so that efficiency can eventually be achieved to improve the performance. At this point, the concept of fit relation is relevant with the definition stated by Drazin and Van de Ven, 1985 (as quoted in Priyono's dissertation, 2004): "*fit is the internal consistency of multiple structural characteristic: it affects performance characteristics*". Therefore, fit is the alignment relation of organization internal variables that affects performance. This study is testing in particular the effect of the level of fit relation between strategy and type of behavior, organizational structure, and organizational culture on performance. Firstly, strategy is selected in this study because the opinion on strategic integration or strategic alignment is described as a 'model fit' which must be implemented properly by corporation. The integration of strategic is significant in order to provide fit between strategy and numbers of

contingency variables; hence, it may help to define strategy to improve business performance continuously (Amstrong, 2003). In order for enabling the company's strategy to achieve better performance, the support of type of behavior, organizational structure, and organizational culture is considered to be compulsory.

Secondly, type of behavior is also selected because behavior is a description of the employee's manifestation in performing activities of daily live, including the carrying out-job duties. When entering a company, an employee will bring the ability, confidence, expectations, needs, and past experience as an individual characteristic. Other from that point which is closely related to performance is personality. The theory of personality has many sectors which became the standpoint of connecting it to one's behavior. Behavior is strongly associated with the satisfaction of the performance achieved. Within the scope of organization, the employee's commitment to work would be heavily influenced by how the assessment of the employee on structural design and the existing system may possibly accommodate their motives at work. It may likely create stress if an error occurs either from the design system or the development of organizational structure. The possible error in design system or structure is generally caused by the incompatibility of loading jobs to employees.

Organizational structure is an important variable because structure is a reflection of power distribution in controlling human resources. Similarly, organizational culture is a manifestation of values in organization as a result of interaction of several existing systems. Deal and Kennedy, 1982 (as quoted in Priyono's dissertation, 2004) stated that "*value is the core of the culture*".

According to Peter and Waterman, 1982 (as quoted in Priyono's dissertation, 2004) the concept of *organizational fit theory* from Galbraith and Nathanson (1978) is also in accordance with the concept in 7-S McKinsey's framework in which strategy, system, style, staff, skill, and shared value must cover fit relation to support organizational performance. The values in organization are the basis of organizational culture formation from the interaction result of strategy, system, leadership style, staff, and expertise. This study will examine the effect of the fit between strategy, type of behavior, structure, and organizational culture on performance since these four variables have the typology in the level of organizational analysis, therefore, it is likely to be tested using configuration concept.

The configuration model is based on the principle of holistic which explains how the ideal type of the related *multiple variable independent* consisting several typologies will affect performance. Furthermore, the configuration concept of the ideal fit relation between strategy, type of behavior, structure, organizational culture that is going to be tested in this research are the strategy typology according to Miles and Snow (1978), the type of behavior typology according to Buck (1988); Baron & Bryne (1994); Monforton, Helmes & Deathe (1993); Hopkin & QA (1999); and Robbins (2006), the structure typology according to Burn Stalker (1961), and also the organizational culture typology according to Harrison (1972); Handy (1978), Bourantas et al (1990).

The contingency theory states that in order to achieve effectiveness, an organization is required to have both decision and policy in accordance with the structure or internal factors of other organizations. For example, an empirical study conducted by Doty and Delery (1996); Muafi (2008) examine that the complexity of human resources practices with organizational performance is only suitable for certain situations, but less suitable for other situations. Therefore, the aspect of contextual organization in contingency theory is considered to be substantial. The implementation

of the theory in the empowerment of human resources is relatively rare; so it apparently becomes an opportunity for researchers. The fit relation concept organizational contingency factors conducted by researchers such as Bae and Lowier, 2000; Baird and Meshoulan, 1998; and also Doty and Delery, 1996 are distinguished into two perspectives of fit, namely horizontal fit (internal fit) and vertical fit (external fit). Bae and Lowier, (2000) examined the fit relation between the practices of human resources (eg training, selection, empowerment, compensation, and work design) in the configuration of HRM Strategy. It is defined as horizontal fit. In the other hand, vertical fit is defined as the fit relation between human resource practices with business strategy, organizational structure, and organizational culture. Additionally, Muafi (2008) examined the fit between strategy, external environment, organizational structure, and organizational culture. It focused on testing the fit horizontally, whether or not policies and human resource management strategies have examined the differences in the characteristic of the company's internal contingencies, such as type of behavior typology, organizational structure typology, and organizational culture typology being perceived. The object of the study is at Military Court 11, Yogyakarta considering there was a transition of judicial power in organization, administration, and finances from the executive branch to the Supreme Court which substantially has given impact of restructuring in the Supreme Court. The logical consequence of this situation also gave impact in the management transition of military justice from the Court-Martial to the Supreme Court in 2004. The transition has brought the consequence in the internal environment of military court since organizational change is generally followed by a change in the structure. In order to empower human resources in the Military Court is complex since there is a dichotomy of human resources; purely civil servants of Supreme Court and civil servants of the Court-Martial. The problem in this dichotomy of employee status will become much more complex if it is not immediately addressed because it will affect the level of ambiguity either from the employee and the performance as well. Somehow the values that have become customary for employees to behave in the old environment (Court-Martial) will of course certainly be different in the new environment (Supreme Court). According to Prawirosentono (2008:2), performance is the result of work that can be achieved by a person or a group of people in an organization in accordance with the authority and responsibility of each individual to achieve the goals legally, with no law violation, and accordingly to moral and ethical. Developing a conducive work culture requires a long term attempt, assuming that the process can be well-controlled by involving all human resources to behave collectively in the system and organizational structure. The orientation of restructuring is generally aiming at empowering employees to have higher quality by workload configuration approach for each employee; and therefore it will be much optimal if strategy typology can set accordingly with the developed type of behavior, organizational structure, and organizational culture.

Based on the description that has been formerly proposed, the formulation of the problem in this research are as follows:

1. Is there any effect of fit relation between strategy and the type of behavior on performance?
2. Is there any effect of fit relation between strategy and organizational structure on performance?
3. Is there any effect of fit relation between strategy and organizational culture on performance?

## CONCEPTUAL MODEL AND RESEARCH HYPHOTHESES

Conceptual model of this research is conducted to analyze the degree of fit strategy orientation with the observed contingency variables such as type of behavior, structure, and organizational culture. The strategy orientation of *entrepreneur* will have alignment with the environment of type A behavior, *organic* structure, and organizational culture of *Athena*, and vice versa. The importance of this fit to be completed is so that the employee's performance of Military Court Office in Yogyakarta Special Region can further be increasing. The proposed research model is shown in Figure 1.

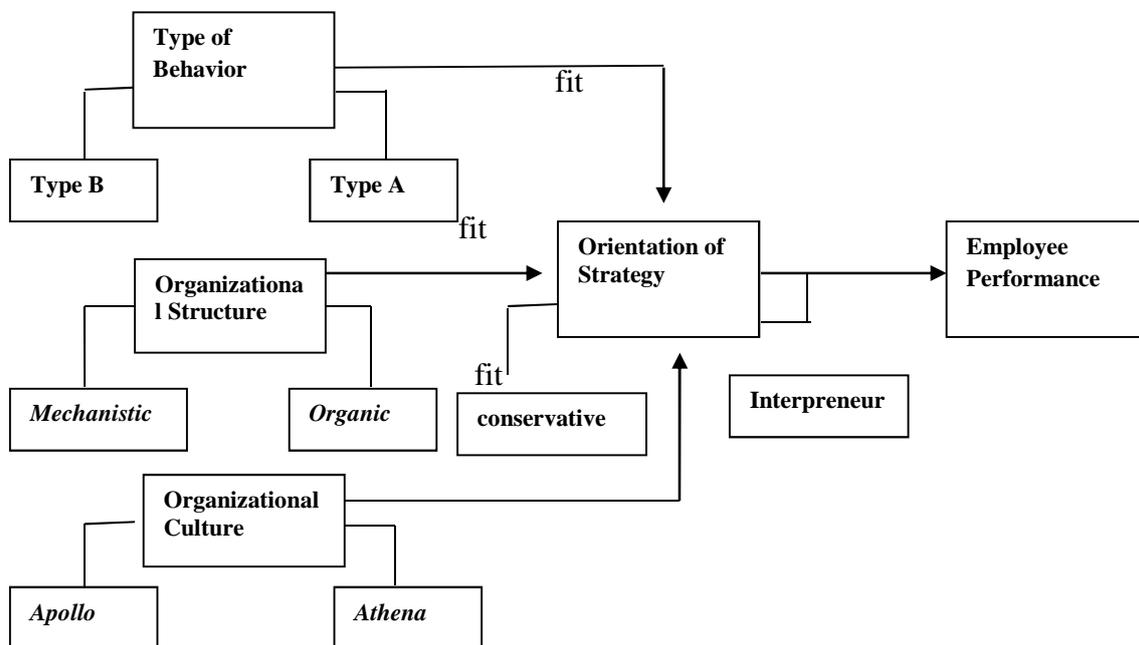


Figure 1. Conceptual model on the effect of the fit degree of type of behavior, structure, organizational, and performance.

The hypotheses of this research are as follows:

- H1. In the configuration, the more there is a fit between strategy orientation and type of behavior, the better it will improve employee performance.
- H2. In the configuration, the more there is a fit between strategy orientation and organizational structure, the better it will improve employee performance.
- H3. In the configuration, the more there is a fit between strategy orientation and organizational culture, the better it will improve employee performance.

## RESEARCH FINDINGS AND DISCUSSION

In general, this study has obtained findings that the civil servants of Military Court Office in Yogyakarta has fundamentally acquired orientation fit of conservative strategy with contingency variables such as type of behavior and organizational structure. The first hypothesis supports the effect of alignment relation upon strategy and type of behavior on performance. Therefore, it supports the researches of Buck (1988); Baron and Bryne (1994); Monforthon, Helmes, and Deathe (1993); Hopkin & QA (1999); Covin and Slevin (1989); Robertson and Chetty (2000); and Muafi (2008a, 2008c). However, it shows the opposite that fundamentally the civil servants of Military Court Office in Yogyakarta do not support strategy orientation of *entrepreneur* because there is no fit with what they face in type of behavior, structure, and organizational culture. The incompatibility is perhaps due to the lack of demand for leaders or the Head of Military Court Office to produce high-quality and innovative work; but instead they incline to emphasize on the use of strategy of stability and maintain the core business without many changes. In brief, they are focusing more on long-term stability. In accordance with its status, the Military Court Office does not have the intensity of intense competition and it is not affected by strict and harsh business climate. Referring to Luo's findings (1999), he explained that there was actually no significant effect of *munificence* environment on strategy orientation particularly on innovation strategy, proactive, and high risk.

Assessing the strategies and performance of type of behavior, the employee's performance will increase if there is a match between the work with competence. Conversely, if the employee does not have the requisite ability then most likely they will fail. If the fit of work-competence is not suitable since employee's competence goes far beyond the requirements of the work, performance will likely be adequate. However, there will be inefficiencies in the organizations and decrease in employee satisfaction (Robbins, 2003). Furthermore, John Holland (1997) said that satisfaction and propensity to leave a job depends on the extent to which individuals feel a lack of compatibility between their personalities with the work environment. It means satisfactory achieves the highest level while resignation achieves the lowest level whenever it suits his/her personality and work. Conservative individuals will have high performance if they are in the works of conservative, whereas individuals with high openness to experience will achieve the performance of the organization which emphasizes on innovation instead of organization (Judge and Cable, 1997).

The second hypothesis also shows support for the concept of strategy and structure fit relation to performance. This is consistent with the previous research regarding the relationship of strategy, structure, and performance conducted by Chackravathy (1982), Miller (1987), Habib and Victor (1991), Jennings and Seaman (1994), Christopher Robertson and Sylvie K. Chetty (2000), and in particular Priyono's research (2014) using the same typology of strategy and structure.

The issue of structural strategy relation discussed by Chandler (1962), Miner (1982) and Hammond (1994) is around the question of whether the structure follows strategy, or otherwise the strategy follows structure in organization. The organizational structure is a way to help management achieve the target because it is derived from the overall organizational strategy, therefore the structure and strategy are closely related. More specifically, the structure should follow strategy. If management makes a

significant change in strategy, the structure needs to be modified in order to accommodate and support changes (Amburgey and Dacin, 1994). Chandler's thought of *historical analysis* is often called *strategy/structure theory*, in its development has provided the emerge of *organizational fit theory* proposed by Galbraith and Nathanson (1978). Organizational fit theory is basically suggesting the need for fit relation among strategy, structure, and other contingency factors such as task, information systems for decision making, remuneration systems, and human resource development system that will affect performance (Miner, 1982). According to Miles and Snow (1978), based on research evidence and underlying theories, there is an ideal relationship between strategy and organizational structure.

The third hypothesis indicates the need for fit relation of strategy and organizational culture on performance, however, it is not supported in this study. This is not in accordance with the findings of Hickman and Silva (1984), Kotter and Heskett (1992), Christopher Robertson and Sylvie K. Chetty (2000), Priyono (2004), and Muafi (2008a, 2008c). This is due to the transition of judicial power in the organization, administration, and finances from the executive branch to the Supreme Court gives impact on the restructuring of the Supreme Court. The logical consequence of this situation also gave impact in the management transition of military justice from the Court-Martial to the Supreme Court in 2004. The transition has brought the consequence in the internal environment of military court since organizational change is generally followed by a change in the structure. In order to empower human resources in the Military Court is complex since there is a dichotomy of human resources; purely civil servants of Supreme Court and civil servants of the Court-Martial. The problem in this dichotomy of employee status will become much more complex if it is not immediately addressed because it will affect the level of ambiguity either from the employee and the performance as well.

The result is generally concluded that organizational culture affects performance through strategic contingency variables. Actually, the essence of contingency theory is the organization must adapt to the contingency variables such as environment, size of the organization, and business strategy if the organization wants to obtain a high performance. (Gerdin, 2001; Edelman, *et al.*, 2005). Therefore, it is clear that any organization operating in a particular environment need to adjust to the demands of external environment and internal conditions in which the organization operates. The primiar task of a leader is to identify a method which in certain situations and at certain times can best contribute to the achievement of the performance. A leader needs to play an active role in determining the methods and techniques which are best applied in each case. Every different situations require different managerial reactions. If a leader faces a particular situation then he/she needs to learn certain important contingencies. There should be no longer on the basis of universal approach (Winardi, 2005; Muafi, 2008d). According to contingency theory, it is difficult to accept that what works well in an organization is not necessarily a good run at another organization because there may be differences in strategy, culture, organizational structure, management style, technology, or work practices. Overall, universal advice is very difficult to be implemented.

## CONCLUSION

This study is primarily built based on Organizational fit theory proposed by Galbraith and Nathanson (1978), who stated that the higher the degree of fit relation variables in the organization will improve the performance of the organization; which in this case the performance of the employee. The fit relation of internal variables that have been examined in this study include the implementation of strategy as the main variable; and contingency variables namely the type of behavior, structure, and organizational culture. The consistency between strategy and each of the contingency variables will reduce the internal resistance within the organization; and eventually will be a positive influence of employee performance. The internal variables form a configuration which is then measured on the level of its incompatibility through “*euclidian distance*” in ‘*bivariate fit*’ to test its influence on employee performance.

The main findings of this study is that the strategy implementation of organization must have the fit relation with other contingency factors such as type of behavior and organizational structure in order to achieve better employee performance. The findings are taken based on the result of hypothesis testing which also show that this study can contribute; firstly to the theory and development, and secondly for the benefit of policy or practice.

This study is expectedly to give suggestion to practitioners or leaders of an organization; particularly in this case to the Head of Military Court Office, Yogyakarta. In determining the policy of the organization, a leader should take into account the strategic factors, particularly the strategic fit relation with the type of behavior and organizational structure. The point is to support the employee performance that ultimately will affect the overall performance of the organization. In another words, a leader must not only focus on strategical changing but he/she must also pay attention to the characteristic of type of behavior and organizational structure which is a manifestation of *shared values*. Moreover, a leader must not ignore the organizational culture although in this study it is not quite significant but it is also a manifestation of *shared values*. Oftenly, a policy by the management in making changes is likely to be less attentive to the internal factors which has shaped the organizational culture; but instead it inclines to be externally oriented.

Finally, in regard to practitioners or the Head of Military Court Office in Yogyakarta, the result of this study demonstrate the importance of consistency to maintain fit relation of internal factors in making strategic policies of organization. Hence, a better employee performance can by mean be achieved and it will ultimately affect the performance of the organization as a whole.

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# **ASEAN'S ROLE IN PROMOTING SMALL-MEDIUM ENTERPRISES TOWARDS ASEAN ECONOMIC COMMUNITY 2015**

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## **Abstract**

ASEAN Economic Community will be implemented in 31 December 2015 and there are a lot of policies yet to be taken by national government including small and medium enterprises empowerment. Accounting for 30-60% of GDP of ASEAN member states and the largest source of employment for all economic actors, small medium enterprises is a very important economic actor in Southeast Asia. The SME sector in ASEAN, however, is confronted with a wide-range of structural, financial and other challenges, among which are limited access to finance, technologies and markets. As one of international organization, ASEAN has many important roles in developing SMEs. ASEAN institutions can guide, direct, and fund many development programmes related to SMEs. Moreover, AEC, a new set of regional liberalization package, will have important consequences to SMEs' growth in the ASEAN member states. Therefore this paper will ask the impact of AEC to SMEs in ASEAN member states. It also asks the role of ASEAN in promoting SME development toward AEC. In this paper, interview and content analysis will do as the main data source. The author conduct an interview with policy makers in ASEAN Secretariat, ASEAN governments and national business association to answer the research question. This paper concluded that ASEAN has developed a comprehensive empowerment plan through Strategic Action Plan for ASEAN SME Development but lack of coordination between ASEAN institutions has hindered the full implementation of the plan.

*Keywords: Small and medium enterprises, ASEAN, ASEAN Economic Community, international organization*

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## **INTRODUCTION**

ASEAN leaders have repeatedly conveyed their political will and commitment to building ASEAN Economic Community (AEC) by 2015. They establish ASEAN Vision 2020, signed the ASEAN Charter, and decided to accelerate ASEAN Community into 2015. ASEAN Charter puts in place the institutions and mechanisms to build up an ASEAN Community. ASEAN Vision 2020 consisted of three pillars: ASEAN Economic Community, ASEAN Socio-cultural Community and ASEAN political security community.

ASEAN Economic Community consists of four main elements: single market base, competitive economic region, equitable economic development, and integration into global economy (ASEAN Secretariat, 2009). ASEAN Economic Community Blueprint has been signed and adopted at the 13<sup>th</sup> ASEAN Summit on 20 November 2007 in Singapore.

In the competitive economic region, there are five pillars: (i) free flow of goods; (ii) free flow of services; (iii) free flow of investment; (iv) free flow of capital; and (v) free flow of skilled labor.

In the case of "equitable economic development", ASEAN developed the Initiative for ASEAN Integration (IAI), which identified the needs of CLMV countries (Cambodia, Lao, Myanmar and Vietnam) and the promotion of small and medium enterprises.

Accounting for 30-60% of GDP of ASEAN member states and the largest source of employment for all economic actors, small medium enterprises is a very important economic actor in Southeast Asia (ASEAN Secretariat, 2013). Indonesia, for example, is home to 55,2 million SMMEs which contributes to 57% Indonesian GDP (Chandra & Hattari, 12). SMEs are important in cyclical downturns and recessions. They cushion the impact on economies that more often than not comes from large enterprises (Nixon, 2009).

Table 1

Significance of SMEs in the Economy in Selected Years (Economic Research Institute for ASEAN and East Asia, 2008)

Country	Share of Total Establishments		Share of Total Employment		Share of GDP		Share of Total Exports	
	Share	Year	Share	Year	Share	Year	Share	Year
Brunei	98.2%	2010	58%	2008	23%	2008	-	-
Cambodia	99.8%	2011	72.9%	2011	-	-	-	-
Indonesia	99.9%	2011	97.2%	2011	58%	2011	16.4%	2011
Lao	99.9%	2006	81.4%	2006	-	-	-	-
Malaysia	97.3%	2011	57.4%	2012	32.7%	2012	19%	2010
Myanmar	88.8%	-	-	-	-	-	-	-
Philippines	99.6%	2011	61%	2011	36%	2006	10%	2010
Singapore	99.4%	2012	68%	2012	45%	2012	-	-
Thailand	99.8%	2012	76.7%	2011	37%	2011	29.9%	2011
Viet Nam	97.5%	2011	51.7%	2011	-	-	-	-

Single market and production means greater opportunities for SMEs to export their products to ASEAN market. A strong, dynamic and efficient SME sector will ensure the sustainable, inclusive and broad-based economic and social development. A vibrant SME sector is critical in supporting closer regional integration through the establishment of the ASEAN Community, particularly the ASEAN Economic Community (AEC). Thus, the encouragement and promotion of competitive and innovative SMEs is necessary in contributing to greater economic growth and social development towards more inclusive and broad-based integration of the ASEAN region.

The SME sector in ASEAN, however, is confronted with a wide-range of structural, financial and other challenges, among which are limited access to finance, technologies and markets. There is also the question of entrepreneurial spirit and management skills among ASEAN SMEs. These problems are compounded by the lack of information, inadequate capacity for compliance with standards and certification, and the absence of a more conducive business and policy environment.

In addition, there are the new trends of conducting business utilizing information and communications technology (ICT) with on-line linkages across the value chain as well as the outsourcing and networking strategies adopted by large enterprises and multinational companies (MNCs) which lack participation by SMEs. All these require SMEs and government to undertake proactive capacity building and other measures to ensure and sustain SME participation in supply networks and to sharpen SME competitiveness, flexibility and hence business sustainability.

The formation of SME-based clusters, and inter-firm networks and linkages within ASEAN will help leverage collaboration and collective efficiency, including scale economies across the value chain, thus creating further opportunities for business development and supply linkages for SMEs and their entrepreneurs in the region.

There is additionally a need to create and promote a more conducive business and policy environment for SME development where Government, ASEAN institution and the private sector assume synergistic and complementary roles. The Government and ASEAN institutions act as a facilitator, while SMEs themselves are the engine of growth. Indeed, collaborative SME development programmes within a public-private partnership framework will ensure the continued economic growth and social development in the region. These programs can be achieved through structured and organized action plans and development initiatives, including though the introduction of wide-ranging capacity building and fiscal and financial incentive programmes, with SMEs and their entrepreneurs as the main target beneficiaries.

**Research question.** As one of international organization, ASEAN has many important roles in developing SMEs. Together with states, ASEAN institutions can guide, direct, and fund many development programmes related to SMEs. In the context of AEC, ASEAN has big responsibility to nurture SMEs. Moreover, AEC, a new set of regional liberalization package, will have important consequences to SMEs' growth in the ASEAN member states. It can be two-edge swords for SMEs. AEC can be opportunities to internationalize SMEs but in other hand it can threaten the SMEs by fiercer competition from big corporation.

Therefore, this paper will ask several questions:

1. How AEC will affect SMEs in ASEAN member states?
2. How ASEAN will prepare SMEs to be ready to face AEC?
3. What are the specific roles of ASEAN institution in promoting the readiness of SMEs to face AEC?

## METHODOLOGY

This writing will refer to qualitative analysis with post-positivist methodology. It is assumed that reality is still considered to be objective (external to human minds), but it is only imperfectly knowable. The positivist thrust who believe that researchers can be separated from the object of his/her research, is modified by the admission that some phenomena are not governed by causal laws but, at best, by probabilistic ones. If positivism closely resembles the traditional scientific method in its search for regularities, post-positivism is closer to modern scientific approaches, which accept a

degree of uncertainty. It holds that there is a real material world but that our knowledge of it is often conditioned and subject to challenge and reinterpretation. There are mechanisms governing human affairs that may be unobserved and unobservable, but these are not therefore to be discounted.

In this paper, interview and content analysis will do as the main data source. The author conduct an interview with Ms. Lai Peng Yap Assistant Director for Business Competition, SME, Consumer Protection and IPR Division of ASEAN Economic Community Department of ASEAN Secretariat to know the state of the art of ASEAN's policies and implementation for promoting SMEs. To know the policy implementation, the author conduct an interview with Endah Srinarni, Deputy Assistant for SME Development – Indonesia Ministry for Cooperatives and Small and Medium Enterprises and the author also conduct an interview with Nina Tursinah, head of IKM UKM – Indonesian Employers Association to know the impact of the policy implementation. The author is using semi-structured interview, allowing new ideas to be brought up during the interview as a result of what the interviewee says. The interviewer in a semi-structured interview has a framework of themes to be explored. For research data, the author conducts textual analysis to some selected official ASEAN documents. Textual analysis or content analysis is a set of procedures to make inferences from text (Weber 1990: 19). Berg (2001) further explained that text is used as means to uncover the *telos* (content). He said that this orientation allows researchers to treat social action and human activity as text. In other words, human action can be seen as a collection of symbols expressing layers of meaning. Interviews and observational data, then, can be transcribed into written text for analysis. How one interprets such a text depends in part on the theoretical orientation taken by the researcher. Thus, a researcher with a phenomenological bent will resist condensing data or framing data by various sorting or coding operations. This approach provides a means for discovering the practical understanding of meanings and actions. This paper will refer to two main texts, ASEAN Economic Community Workplan and Strategic Action Plan for SME Development. It is expected that these documents will give pattern and model of ASEAN's policies in SME development.

## Literature Review

**Afta (Asean Free Trade Area).** The premise of AFTA and AEC is based on the creation of a single market and production base. But since the AFTA was launched in 1992, there have been constant changes in the global economy. There were two economic and financial crisis that led to major setbacks in ASEAN member countries, namely Asian financial crisis in 1997/8 and global financial crisis in 2008. There is an ongoing change in the regional context with the emergence of China, the changing behavior of multinational companies, and developments in technology.

According to ASEAN official scorecard I (2008-2009), ASEAN has achieved around 75 percent of its targets, it defies the understanding of the private sector. It does not assess their benefits in terms of lower transaction costs, reduced prices, attractiveness to investments, and expanded consumer choices (Das, 2012).

Lack of awareness of ASEAN agreements seems to be uniform across all countries, although there is some understanding of the ASEAN Free Trade (AFTA), a process that was initiated in 1992. In most ASEAN countries, awareness of ASEAN

agreements amongst SMEs is quite low. The high administrative cost, low margin of preference (the Phillipines, Vietnam), and complicated rules of origin (Thailand, Vietnam) are cited as the most common reasons for low utilization rate. The private sectors of some countries feel that the product structures of ASEAN member countries are relatively similar. Consequently, ASEAN member countries find little interest in importing products from one another.

The size of a company affects how it views ASEAN regionalism. For example, SMEs of Singapore tend to be more optimistic as they are attracted to ASEAN neighbors by their market size, geographical proximity, and lower costs due to production networks (Das, 2012).

Nesadurai attempted to convey the historical journey of ASEAN Free Trade Area. The economic incentives for forming a free trade area (FTA) in ASEAN seemed far from overwhelming to sustain the regionalist project, especially since member countries were not 'natural trading partners'. Failed attempts at regional economic cooperation during the late 1970s and 1980s as well as the continual rejection, by most members, of the idea of a regional free trade area, the most recent in 1987 at the Third ASEAN Summit.

Its six original or core members agreed to bring forward the date of AFTA's completion to 2002/2003 when tariffs on all manufactured products and processed agricultural products are to be at the 0-5 per cent level while a zero tariff ASEAN for the six original AFTA signatories is due in 2010. The scope of AFTA has been expanded to include unprocessed agricultural products, services, and investment, all potentially contentious issue areas that member governments had initially excluded from AFTA. (Nesadurai, 2003) AFTA has become a composite project of ASEAN economic regionalism comprising three component programmes:

1. The Common Effective Preferential Tariff (CEPT) scheme governs liberalisation of goods trade
2. The ASEAN Framework Agreement on Services (AFAS) governs liberalisation of services trade, and
3. The ASEAN Investment Area (AIA) scheme governs investment liberalization

**Globalization/Regionalization and its Governance.** Stopford & Strange (1991) argues that globalization imposes enormous burden on emerging firms, especially in the developing world, that are new to the game and which also usually lack the ownership-specific assets to compete with well-established global corporations from the advanced countries in global competition.

Globalization - regionalization relationship takes two basic forms:

- 1. Regionalization is stumbling block to globalization.** Oye (1985) argues that collective action problems are strongly needed to create incentive and potential bargaining tool for further negotiation. Cooperation is easier to negotiate with smaller numbers than the case for negotiating global liberalization. Regionalism constitutes an efficient but possibly an interim approach to global liberalization

**2. Regionalization is resistance to globalization.** Globalization makes arrangements for social responsibilities more costly to maintain at national level. Governments, deriving political legitimacy to undertake traditional social responsibilities for the societies they govern, may be compelled to turn to regional collective action as the only viable option to maintain national social/economic arrangements like the welfare state apparatus. In the European Union, for example, the social democratic economic systems and re-distributive policies lies in a European regional project. However, Nesadurai comes with a theory determining the relationship between regionalism and globalization. He argues that regionalism and globalization can be modified by governments to integrate their economies with the global economy. Governments may be using regionalism and globalization in a purposeful manner to manipulate aspects of globalization processes to benefit the state and its society, or particular members of the political community.

Governments are not totally helpless in the face of globalization and may find the space to engage in actions through cooperation that alter or interfere with global market outcomes in a certain desired ways. The states can give privilege and advantages to certain firms over foreign rivals to enable the firm to realize 'learning by doing' benefits. By employing selective protection or privileges for group members only and market expansion through regional cooperation, governments can use regionalism to help develop competitive domestic industries to survive global market competition and eventually become world market leaders. Regionalism should consider national politics such as distribution of wealth in society. In Indonesia in Suharto era and Malaysia, the government is actively intervening re-distribution of wealth from Chinese minority ethnic who are earning better to ethnic Malay and indigenous Indonesian domestic capital class.

Governance, according to the Commission on Global Governance (Governance, 1995), is the sum of the many ways that individuals and institutions, public and private, manage their common affairs. Since world politics is characterized by governance without government (Rosenau & Czempiel, 1992), the process of governance encompasses a broad range of actors. In addition to the public (interstate) economic organizations such as the IMF, World Bank and the WTO, states retain a key decision-making role. Indeed, most of the international relations literature that deals with regimes views states as the only significant actor (Hasenclever, Mayer, & Rittberger, 1997). Large scale private enterprises or multinational corporations also participate in governance by attempting to influence the activity of international organisations and states. In some cases, private enterprises have created their own systems of regulation and governance (Culter, Haufler, & Porter, 1999).

Multinationals are a new power in international relation. UNCTAD (2000) shows that in 1999 there are 63.000 MNCs accounting for 25% total production from global output. Foreign Direct Investment (FDI) has been doubled from 7.000 frequencies in the late 1960s to 40.000 in 1990s. FDI ratio to Gross Domestic Product (GDP) is also significantly increased from 2% to 14% in the late 1990s.

Not only capturing the global market through innovative products, MNCs also established lobbying with state officials, local peoples, and international organizations. Wallach and Sforza (1999) introduced the notion of "corporate globalization" which connotes the presence of lobbying power of MNCs to government. Uruguay Round of

World Trade Organization and the success of US biotechnologies penetration to developing market has been claimed as the example of the corporate globalization.

**Globalization and SMEs.** There are many definition of SMEs but this paper will refer to The Indonesian 1995 Small Enterprise Act No. 9 (amended in 2008) as the "Minor, Small & Medium Enterprise Act (UNDANG UNDANG REPUBLIK INDONESIA NOMOR....TAHUN....TENTANG USAHA MIKRO, KECIL, DAN MENENGAH)" as follows:

1. A micro enterprise is based in a traditional industry and is managed privately, and has net assets of no more than 50 million rupiah (not including land or buildings) and annual sales of no more than 300 million rupiah.
2. Small enterprises are managed privately or by a corporate entity, but are independent from and are not the subsidiary or branch office of a medium or large enterprise. They have net assets of at least 50 million rupiah, and no more than 500 million rupiah (not including land or buildings), and they have annual sales of between 300 million and 2.5 billion rupiah.
3. Medium enterprises have net assets of between 500 million and 10 billion rupiah (not including land or buildings), and have annual sales of between 2.5 billion and 50 billion rupiah.

Theoretically, trade liberalization affects individual local firms, positively or negatively, in four major ways (Tambunan, 2007; 2008a). The first is through an increase of foreign competition that results from the lowering of import tariffs, quotas and other non-tariff barriers (NTBs). The increased flows of foreign competition and imported goods to the domestic market are expected to push inefficient, unproductive or uncompetitive local firms to improve their competitiveness by eliminating unnecessary cost components, exploiting external economies of scale and scope, and adopting more innovative technologies and better management practices. The openness of an economy to international trade is also correlated with increasing plant size (e.g. efficiency of scale), particularly as local firms adopt more efficient technologies, management, organizational and production methods. This argument is in line with general theory that suggests that size is capable of positively affecting firms' export performance.

The new international trade theory posits that market size has a positive impact on economies of scale and that economies of scale provide cost advantages in production, research and development (R&D) activities and marketing efforts (Tambunan, 2011). Export marketing literature, on the other hand, suggests that large enterprises have greater resources to gather information on markets in foreign countries and to deal with the uncertainties that prevail in foreign markets. As a general hypothesis, therefore, it is more likely for large enterprises, instead of SMEs (including MIEs), to become export-oriented firms.

The second way in which trade liberalization could affect the development of SMEs is related to the lower production costs that result from cheaper imported inputs. Local firms benefit from lower input costs, which improve their price competitiveness and enable them to compete more effectively in both import and export markets. However, the validity of this hypothesis hinges on two assumptions:

1. that other factors determining competitiveness, such as wages (labour costs) and transportation costs are constant; and
2. that many local firms are dependent on imported inputs because of the absence of domestic production of these inputs, or that trade liberalization pushes prices for inputs lower than those produced in the domestic market.

The third way in which trade liberalization could affect the development of SMEs is related to the relative increase of export opportunities. Opening an economy up to international competition not only induces increased efficiency in domestic firms, but also encourages these firms to increase their exports. This view is generally supported by econometric analyses. However, this theoretical view rests on the assumption that other factors determining the ability of a firm to export, such as production capacity, labour and energy costs, and government regulations do not change so as to become unfavourable for SMEs.

Finally, the fourth effect of trade liberalization on the development of SMEs is through the reduction of available local inputs. The elimination of export restrictions on unprocessed raw materials is likely to increase the export of goods made from them at the expense of local firms. Theoretically, therefore, if domestic inputs can be sold at better prices abroad than in the domestic market, this would encourage domestic suppliers to sell more abroad than to produce for domestic consumption

Thus, as illustrated in Figure 1, the combination of lines (a) (i.e. imported goods) and (b) (locally made substitution goods) is the competitive effect of international trade liberalization. If goods and services produced by domestic firms are less competitive in comparison to those imported from other countries, domestic firms are likely to be pushed out of the domestic market. Meanwhile, the combination of lines (c) (imported inputs) and (d) (locally made substitution inputs) is the production cost reduction effect of international trade liberalization. As import tariffs and other NTBs are removed, resulting in cheaper imported inputs than those produced domestically, domestic production costs are likely to decline. Line (e), furthermore, is the export-opportunity effect of firms. In this context, domestic firms accrue greater export opportunities from the imposition of an open economic system. Finally, the combination of lines (d) and (f) (locally made inputs sold abroad) is the domestic input scarcity effect of international trade liberalization. The production cost-reduction effect and the domestic-inputs scarcity effect can be put together as the overall supply-side effect, whereas the combination of the competition effect and the export-opportunity effect can be referred to as the overall demand-side effect of international trade liberalization. The overall supply-side effects can be negative if the second effect is greater than the first one; alternatively, it could be positive if the opposite happens or if one effect is fully compensated for by the other effect.

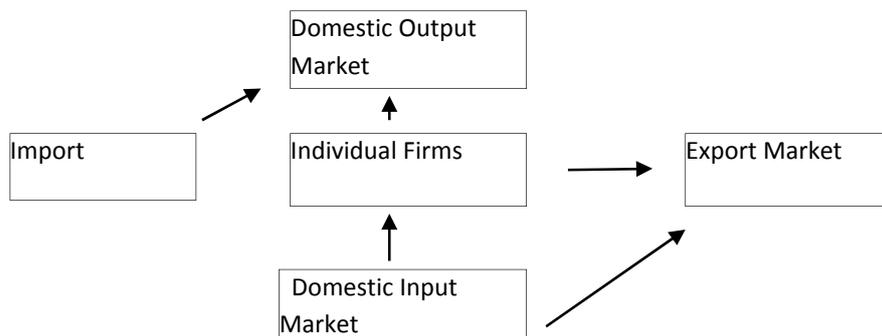


Figure 1. Four Main Ways in which Trade Liberalization Affects SMEs (Tambunan, 2011)

## ANALYSIS

**AEC: Threat to SMEs?.** The increasing interdependence of countries in a globalised world makes them more vulnerable to economic problems for smaller firms like the Asian financial crisis of the late 1990's. Smaller firms will find it difficult to compete on the global level as they lack the financial and technical resources that multinationals have. In addition they lack the economies of scale which results in lower cost per unit for the multi nationals.

Pricing could be a challenge since the smaller firms are likely to have high costs per unit. Larger firms have the capacity to undercut the smaller firms prices as a consequence of this competition between smaller and large firm would erode margins of smaller firms and some of them would end up making loses and winding up.

It would be difficult for smaller firms to attract a highly skilled work force because multi nationals have the capacity to pay better packages as they will have more financial resources. This would pose a challenge for smaller firms to operate efficiently and effectively. High promotional, advertising and branding costs are a barrier to entry for small firms.

Cultural and religious factors can also affect competitiveness of small firms. For instance, in countries where Islam is a dominant religion in which strict adherence to halal standards is a requirement, small firms may find it difficult to penetrate the market or to survive in such markets.

Import restrictions can also affect small firm competitiveness. For example, in some countries such as Egypt, where there is an import ban on raw materials small firms may find it difficult to penetrate in such markets without a diversified global market base. Smaller firms may find it a challenge on the global market in terms of meeting certain international standards imposed by certain markets.

Export restrictions may also pose a problem. In some markets there are restrictive export regulations which, smaller firms find difficult to comply with e.g, small firms in Africa exporting agricultural produce into European markets such as honey or paprika. Membership of a Trading blocs such Common Market For Eastern and Southern Africa COMESA, Southern African Development Community SADC and

the European Union EU, inter alia, could be another source of hindrance to smaller firms. Countries that are not members of such trading blocs may find it difficult to trade with member countries. Further other government policies such as high taxes are a disincentive to investment. Small firms are likely to be affected by such taxes.

Unlike multinationals, small firms are likely to suffer currency exchange losses. This is because small firms may not have capacity to hedge against such losses. Multinationals, operate in different markets and can easily cushion such effects. Multinationals have the capacity to produce better and cheaper goods as a result of the superior resource endowments such as modern technology and have larger budgets for research and development as compared to smaller firms. Purchase Power Parity is another factor to consider e.g, multinationals can procure inputs in countries where the currency has a higher PPP.

Globalization poses new challenges for SMEs by leading them to at least partially integrate the consequent idea of global change in their strategy. The expansion of markets does not mean that only large businesses will be able to profit fully from this trend. There is no correlation between large market and large business. Whatever the cost, to encourage the competitiveness of large national businesses. A fish that has become bigger and bigger in its pond will be eaten when it reaches the sea; it is better to teach it how to fight when it is small so that it can deal with the competition, wherever it is.

On the other hand, the internal factors constraining the globalization of SMEs are lack of experience on their part, insufficient resources and an excessive perception of risk. The major external factors are national information networks that are inadequate or poorly connected internationally, deficient complementary regional resources and assistance programs that are maladapted to SME requirements. In a number of countries, the positive factors appear to be gaining ascendance over the negative.

**Indonesian SMEs is left behind in the AEC?.** The integration of SMEs in the ASEAN market is the key issue considered in this paper. It is a common view that, in a highly integrated global market, SMEs suffer from a twofold problem: on the one hand, asset constraints and limitations in critical resources restrict the capability to compete in a global environment; on the other hand, local markets and niches are being attacked by powerful multinational corporation.

As a matter of fact, if the capability to cope with the global market is a must for real competition, we find that most of the competitive advantages are size-related; as a consequence, a question which we frequently hear is: How can SMEs compete against large firms in the global market? In our opinion, the key-question for SMEs might better be reshaped as follows: which global-business opportunities might be better exploited by SMEs? We claim that, while some business opportunities might be successfully exploited by large corporation as far as they can internalise (or control) the critical resources and competencies needed for these enterprises, there might also be business opportunities (e.g., short-term ones) that big companies would find too complex, or too risky to exploit. These opportunities might well be exploited by a network of SMEs with reduced investments. Bruch & Hiemenz (1984) argues that SMEs are supposed to have advantages over large-scale industries because:

- SMEs are labor-intensive and use relatively simple techniques of production that correspond to the abundance of labor and the scarcity of physical and human capital that prevail in most developing countries

- SMEs demonstrate a higher degree of efficiency in using capital and in mobilizing savings, entrepreneurial talent and other resources that otherwise remain idle.

Schmitz (2004) further argues the advance of SMEs relied on governance triangle comprising: a) local policy network, b) lead firms of global chains, and c) a global policy network concerned with the setting and monitoring of standards. His key point is that small enterprises have to interact with the sector-specific global governance structure and that the options and limits for local action arise from this interaction.

SMEs in ASEAN face tough challenges to acquire global standard and integrate into global economy. This paper will focus to SME's experience in Indonesia. In 1997, Indonesia have 39,7 million SMEs and in 1998 economic crisis, 3 million SMEs went bankrupt. There are two characteristics of Indonesian SMEs, clustering. Many SMEs in the same core business are located in one place. For example, Jepara, Cirebon and Solo are famous for their wooden furniture and Cibaduyut for shoes industry. Another characteristic is Indonesian SMEs face many development constraint: human resources power, financing, skills upgrading, etc. Indonesian SMEs employ mostly low-skilled workers and use traditional/old (many often own made/modified).

Table 2

Level of the education of the Owners/Entrepreneurs in Microenterprises (MIEs) and Small and Medium Enterprises (SMEs) Indonesia (2006) (%)

Level of Education	Scale		
	MIE & SE	ME (Medium Enterprises)	MIE & SMEs
Not completed primary education	12.20	7.97	16.09
Completed primary education	28.87	21.29	31.30
Completed first level secondary education	23.04	19.58	22.10
Completed second level secondary education	30.42	37.54	26.87
Completed academic level education (D1, D2, D3)	1.96	3.53	1.44
University Diploma	3.51	10.09	2.20
Total			

Source: BPS quoted in Tambunan (2009)

Table 3  
Sources of capital in Indonesian Manufacturing MIs and SEs, 2005 (%)

Source of Capital	MIs	SEs
Own money	82.41	68.85
Borrow money	2.86	1.75
Own money and borrow	14.73	29.40
Total	100	100

Source: BPS quoted in Tambunan (2009)

According to ASEAN SME Policy Index by Economic Research Institute for ASEAN and East Asia, Indonesian SMEs have critical problems in technology and technology transfers and effective representation of SME interest. Business registration and start-up remains cumbersome and costly. The long administrative procedures/steps and the presence of unofficial costs remains key disadvantages of Indonesian red-tape bureaucracy. However, the legal and regulatory framework on credit in Indonesia has been largely in place and is quite advanced to enable access to finance.

Singapore has the most developed infrastructure and support system to develop their SMEs. The overall SME Policy Index for Singapore is far more than ASEAN average which indicates that Singapore has one of the strongest foundations in the area of technological capabilities, regional integration, infrastructure and support systems, and strong regulatory and institutional framework for intellectual property rights. The average index score of Malaysia is also above the ASEAN average and Thailand has performed at an intermediary level. (Economic Research Institute for ASEAN and East Asia, 2008)

**ASEAN Policy Blueprint for SME Development.** As part of the third pillar of the ASEAN Economic Community (AEC) Blueprint on Equitable Economic Development, the ASEAN members states have reiterated their commitment to foster a strong, dynamic and efficient SME sector. The ASEAN Small and Medium Enterprises Agencies Working Group (SMEWG) is responsible for formulating policies, programs, and activities to foster SME development. It also serves as a consultative and coordination forum for SME agencies. SMEWG meetings are convened regularly twice a year.

The 1<sup>st</sup> SMEWG meeting was held in Jakarta, Indonesia, on 24 April 1995. The ASEAN Plan of Action on Small and Medium Enterprises Development and the Terms of Reference (TOR) for the SMEWG were endorsed at the 37<sup>th</sup> ASEAN Economic Ministers (AEM) Meeting held on 7-9 September 1995 in Bandar Seri Begawan, Brunei Darussalam. At the 10<sup>th</sup> SMEWG meeting, a brainstorming session on the ASEAN SME Development Decade (ASDD) 2002 – 2012 was held on 12 March 2002 in Manila, the Philippines. To accelerate the transformation and integration of regional SMEs into a competitive and dynamic supplier of the global and regional markets, the ASEAN Policy Blueprint for SME Development (APBSD) 2004 – 2014 was considered

and endorsed at the 36<sup>th</sup> AEM Meeting held on 3 September 2004 in Jakarta, Indonesia (The ASEAN Secretariat, 2012). The APBSD outlines a framework for SME development in the ASEAN region and comprises of strategic work programmes, policy measures and indicative outputs.

In 2009, following the sixth year of implementation of the APBSD, the AEM agreed to undertake a stock-taking exercise to review the implementation of the APBSD. Subsequently, the ASEAN country leaders at 14<sup>th</sup> ASEAN Summit on 27 February – 1 March 2009 in Hua Hin, Thailand, tasked the AEC Council to develop a concrete plan of action aimed at enhancing the competitiveness and resilience of the SMEs in the region. In operationalizing this mandate, the SMEWG decided to develop the Strategic Action Plan for ASEAN SME Development (2010 – 2015).

The Plan defines the mission, objectives, guiding principles, current status, and future policies and programs for ASEAN SME Development. It aims to provide specific activities to be conducted in the short and medium term, wider dissemination of information on regional activities to ASEAN SMEs, and implementation of national and regional SME policies and programmes. It also shall promote SME development through improving access to financing and technology, strengthening export capacity, utilization of ICT solutions, enhanced capability to innovate and strengthened human resource development through regional programmes. The plan shall also support mechanisms that promote access to information, database development and dissemination of best practices.

Table 4  
 Strategic Action Plan for ASEAN SME Development (SAPASD)

No	Plan	Key Activities	Timeline	Responsibility
<b>Access to financing</b>				
1	Establishment of SME Financial Facility in each member country	Survey conducted by Malaysia/Brunei Sharing experience on best practices of SME Financial Facility	2009 2010	AMSs Brunei Darussalam
2	Feasibility study of SME credit systems for enhancing SME access to bank lending and loan guarantee in ASEAN	Survey to be conducted by Indonesia	2010	Indonesia
3	Setting up of a Regional SME Development Fund Innovative financing support systems (besides financial grants, tax concessions and fiscal incentives, interest free or low cost loans, venture capital and FDI, etc) for technopreneurs - including those based on many newly developed financing concepts and schemes to value knowledge as intangible capital and to fund ventures based on new and innovative ideas  SME-related regional infrastructure, such as (a) ASEAN SME Web Portal (Information and education), (b) virtual	Developing the conceptual framework Getting comments from stakeholders in AMSs Drafting conceptual framework  Finalizing the proposed framework Conducting expert group meeting with ADB, World Bank, and EU Commission  Completing conceptual framework	2009 - 2010  2010	Thailand  Thailand

	ASEAN agencies linking up all SME-related agencies, (c) SME service provider, and (d) ASEAN Credit Bureausubmitting the framework to Financing, such as (a) improved financial products for SMEs, (b) developing regional capital market for SMEs, (c) expanding mutual SME investment, (d) improving SME access to finance, (e) getting SMEs listed in growing stock market, (f) national and regional SME credit guarantee scheme Networking, such as (a) high and new technology SMEs, (b) SMEs with notable brands, (c) financing agencies providing services to SMEs, (d) management experts	Establishing regional SME2010 - 2015 Development fund submitting the framework to higher bodies establishing the fund		ASEAN Secretariat/AMS
<b>Facilitation</b>				
1	Development of a multi-media self-reliant system toolkit package	Conceptual design Design and development of prototype Test run Training for trainers Workshop for AMSs Fine tuning of the multimedia system Field trip and workshop to promote the multimedia kit Implementation of the toolkit by SMEs Monitoring and implementation Reporting and evaluation	2010 - 2012	Malaysia/AMS
2	Improving technology transfers and licensing within the SME sector through the dissemination of concrete food practices and replicable success stories within and outside ASEAN			
3	Hyperlink national SME portals Improve the operation of the National Service Desk	AMSs to hyperlink their national SME portals to each other Exchange of information on best practices in making the operation of SME Service Centers effective and sustainable	2010 2010	AMS AMS
4	Establishing a comprehensive SME service center with regional and sub-regional linkages in AMSs	Undertake feasibility study for establishing the ASEAN SME Service Center Establishment of the SME Service Center	2010 2012	Thailand AMS

5	Dissemination of information on regional and international opportunities in trade and investment to SMEs, including FTA-related information on the liberalization of trade and investment within ASEAN (e.g. AFTA-CEPT/ATIGA, priority integration sectors, ACIA) and outside ASEAN (FTA with Australia, New Zealand, Japan, South Korea, China)	AMSs to upload ASEAN2010 related information on their respective SME agencies portal		AMS
<b>Technology Development</b>				
1	Sharing of information on technology availability for SMEs in AMS	AMSs to upload information on 2010 available technology for SMEs in their national SME portals		AMS
2	Developing KPIs on SME Innovations	Information sharing on KPI to be used for promoting SME innovation in each AMS	2010	AMS
3	Development of technology incubators so as nurture and support (through low-cost training programs for continuous upgrading and improvement) of technopreneurs from infancy to take off and commercialization stages	Conducting technology training programs for managers of technology incubators in AMS Setting up technology incubators in each AMS	2010	AMS
<b>Promotion</b>				
1	Identification of the top 1000 ASEAN SMEs (top 100 from each AMS) by sub-category of services and manufacturing by sub-category of micro/small and medium scale	ASEAN Secretariat to obtain the criteria for selection of top ASEAN companies from ABAC/other ASEAN sources SMEWG to finalize the criteria for the selection of top 1000 ASEAN SMEs based on ABAC/other sources criteria	2010	ASEAN Secretariat
		AMSs to conduct the search through their respective chambers of commerce and industry or agencies	2010	SMEWG
		Conduct search for top ASEAN SMEs Publish results on the ASEAN Secretariat website and AMSs national media	Annually	AMS
			Annually	AMS
2	Establishing ASEAN SME Innovation Awards	Annual SME Innovation Awards		
		AMS to develop a set of criteria AMS to conduct the search for top 5 ASEAN SMEs per AMS	2010 Annually	AMS AMS

3	Promoting ASEAN SMEs to the international market	Establishing a virtual SME Exhibition portal Product profile of selected SMEs Policy initiative on promoting product of SMEs	2013	Indonesia & SMEWG
4	Wider dissemination of information on SME trade fairs and festivals in each AMS, and facilitating SMEs to participate in these events	Sharing of information on SMEs trade fairs and festivals in each AMSs Facilitating the participation of ASEAN SMEs in ASEAN and Plus Three trade fairs and festivals	2010 Annually	AMS AMS
<b>Human Resource Development</b>				
1	Established a common curriculum for entrepreneurship in ASEAN	Developing the Common Curriculum for Entrepreneurship Development Pilot project on the implementation of the common curriculum for entrepreneurship development in each AMS Monitor and review the common curriculum for entrepreneurship	2009 2010 Annually	Indonesia & Singapore AMS SMEWG
2	Established a regional program for the promotion of internship scheme for staff exchanges and visits for skills training		2013	

Source: (ASEAN Secretariat)

**National governments.** Clearly much of the blueprint policies are implemented by national government because the resources of funding and expertise are on hands of the governments. Actually ASEAN has organs to implement the blueprint such as ASEAN Community Council and ASEAN SME Working Group. However, national governments decided to take much of the responsibilities leaving ASEAN SME-related organs inactive. It is also important to note that ASEAN also are not involved in monitoring and evaluation the implementation of the blueprint. ASEAN Economic Community Scorecard focuses on the creation of the blueprint of SME development without going to details of the implementation of the blueprint.

Indonesia has issued Presidential Decree No. 11/2011 to implement the ASEAN Economic Community work plan including ASEAN Policy Blueprint for SME Development. In the decree, it is explicitly mentioned that Indonesian Ministry of Cooperatives and SMEs are responsible for many ASEAN SMEs action plan but to date the program that has been executed is SME Service Center. They have launched the website [www.indonesiasme.com](http://www.indonesiasme.com) as the information hub for financial access, marketing, human resource management and trade fairs. The website also served as forum for exchanging information on problems faced by SMEs.

Meanwhile Ministry of Foreign Affairs of Thailand has launched the feasibility study of ASEAN SME Regional Fund. The feasibility study aims to compare the

proposed ASEAN SME Regional Fund with the similar plan in the European Union and Latin American and the Commonwealth. The study is completed but the SME Development Fund is still waiting for the implementation in each country (Affairs, 2010).

Most of the development programs is focusing on information dissemination and financial facility. However, fulfilling health and safety standards is also important and national governments should assist SMEs to achieve international standard. SMEs have to face different quality standard in each ASEAN member states. Over time, each member state has developed its own often very different standards for products, something which can hamper the ease of exporting goods. If trade is to be truly free and unencumbered by administrative confusion, then unity must be achieved across ASEAN to make, for instance, the sale of Indonesian goods in Viet Nam as easy as in another Indonesian city. This is especially important for SMEs who do not have the resources or experience to establish knowledge of procedures and networks in other member states. Indonesian vegetables, for example, can't access freely Singaporean market due to lack of health and safety requirements. Indonesia is only the third biggest vegetables exporter to Singapore accounting 6,5%, overtaken by Malaysia (43%) and China (31%) (APINDO, 2014).

It is also important to note that much of the Blueprint is not executed by the inter-governmental cooperation. Selected activities is handed over to individual member countries and there is no cooperation with other member countries to implement the activities. Lack of cooperation mechanism between governmental agencies can be a factor for poor cooperation between member countries in implementing the Blueprint.

APINDO mentioned that they have been invited to many ASEAN meetings but there are less follow-up policies. She even further said, "ASEAN has many meetings without concrete result". On SAPASD implementation, APINDO argues that there are no serious commitment from government to fully implement SAPASD. It is also argued that there are lack of coordination between Kemenkop UKM and business association as well as regional government to implement SAPASD..

**ASEAN Business Advisory Council.** Alongside national governments, there are also ASEAN Business Advisory Council and ASEAN Secretariat that is also responsible to implement the blueprint. First institution is ASEAN Business Advisory Councils. The ASEAN Business Advisory Council (ASEAN BAC) was inaugurated in April 2003 at the ASEAN Secretariat in Jakarta, Indonesia with the mandate to provide private sector feedback and guidance to boost ASEAN's efforts towards economic integration. Its objective are:

1. To provide private sector feedback and guidance to boost ASEAN's efforts towards economic integration
2. To identify priority areas for consideration by the ASEAN Leaders
3. In fulfilling the mandate to provide policy recommendations to the ASEAN Leaders, ASEAN BAC organizes the annual ASEAN Business & Investment Summit (ASEAN-BIS) to coincide with the ASEAN Summits.

ASEAN BAC members are appointed by the Ministers in-charge. It comprises of high-level CEOs of companies from each member country. Each country is represented by a maximum of 3 members, with one representing the interest of small and medium sized enterprises. The member can meet trade minister every year and

given the opportunity to discuss their problems and their requests. The basic idea of ABAC is that using input from private sector, ministers will take it back to their country and disseminate the information to the private sector. There is also the special SME working group in ASEAN and minister also conveyed ABAC's recommendation in the working group.

ABAC has done many survey projects relating to SMEs and ASEAN integration policies. ASEAN Business Advisory Council (ABAC) has interviewed 475 export-manufacturing firms across ASEAN countries. The participants cover all industries in the manufacturing sector. The sample is selected with the consideration on size, ownership, location and other firm characteristics. The research shows that SMEs across ASEAN countries simply know nothing or very little about FTA (W.Roosdiono, 2014). Interviews indicate that they do not know about FTA and never used any FTA, yet they use 'Form D' which is a certificate to enjoy benefits from ASEAN FTA for their exports.

According to the survey, the reason why it is so difficult to provide information on AEC to SMEs is twofold. One reason is that SMEs are impacted not only by SMEs development programs but also by many other AEC measures that have large implication on SMEs. For example, enhanced trade facilitation measures in the AEC will ensure that SMEs can enjoy the benefits of the AEC since there is much greater efficiency in import/export and customs processes. However, these measures are not the responsibility of SME Working Group and keeping track of developments in order to inform SMEs accordingly is challenging.

The second reason is that reporting AEC policy measures is usually intended for ASEAN governments and administrations and comprises a lot of information that is quite abstract for most SMEs. If they read that a certain agreement has been newly ratified by a number of member states, they will still not know what specific opportunities arise for them and by when these will become practical business reality.

The progress of ASEAN's internal and external economic integration (i.e. ASEAN+1 free trade agreements and various new regional trade agreements) have not been matched with active participation by the region's SMEs. Surveys conducted by various national and regional think tanks, such as the ADBI and ERIA, confirm that the utilization rates of ASEAN-led FTAs are generally low across member states. Those firms that are taking advantage of FTAs tend to be large and multinational in nature. The 2011-2012 ASEAN BAC Survey also suggests that, while financing remained the major barrier to SMEs' engagement in ASEAN-related arrangement, the problem was compounded by poor communication with SMEs. The survey showed that businesses were unsatisfied with the availability of platforms to promote networking among SMEs in ASEAN, the opportunity to carry out business missions to other ASEAN countries, and the availability of information on ASEAN-led activities. Respondents from 502 companies expressed "slightly above-average satisfaction" with the bloc's overall implementation of the blueprint across 16 selected policy areas except one: dissemination of information.

According to the ABAC, small firms were also relatively not as satisfied with measures relating to establishing transparent, consistent and predictable investment rules. Medium-sized firms were also less satisfied with areas relating to enhancing cooperation in regional infrastructure development as well as enhancing the competitiveness and dynamism of Asean small and medium enterprises. Companies in different countries also expressed dissatisfaction in implementation in different areas.

Brunei and Philippines "expressed less satisfaction" with efforts to enhance national competition to create a fair competition environment. Indonesia and Myanmar were not as satisfied with how the AEC "enhance cooperation in regional infrastructure development", Laos and Malaysia were less satisfied with efforts to simplify customs procedures while Thailand and Vietnam were less satisfied with ASEAN's efforts in reforming rules of origin. Companies in Singapore were "less satisfied" with ASEAN's efforts relating to the establishment of transparent and predictable investment rules.

In its policy recommendations, the ABAC "strongly urged" the regional grouping to intensify its engagement with the business community, by strengthening the process of information dissemination and consultation with businesses on AEC initiatives, which have been consistently rated by respondents of the survey and its successors as being among the least satisfactory areas of AEC Blueprint implementation.

**ASEAN Secretariat.** Interestingly, ASEAN Secretariat has taken active role in assisting the implementation of the SME development plan. According to ASEAN Charter Article 11 point 2 (b), it is mentioned that ASEAN Secretary General has task to facilitate and monitor progress in the implementation of ASEAN agreements and decisions and submit an annual report on the work of ASEAN to the ASEAN Summit. In the case of SME blueprint, ASEAN Secretary General should monitor and assist the implementation of the blueprint with the assistance of Deputy Secretary General of ASEAN for ASEAN Economic Community and staffs in ASEAN Economic Community Department.

From the author's interview with a Secretariat's official, the Secretariat has the human resource constraint to monitor and assist the implementation of the MSME Blueprint. There are only three to four individuals that are available to promote the information regarding the blueprint. However, with limited amount of budget and human resource power, the Secretariat has managed to cooperate with international donors to devise programs to outreach various stakeholders.

For example, recently the Secretariat has launched SME Guidebook toward the AEC 2015, the result of cooperation with Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) and funding support of Federal Foreign Office of the Federal Republic of Germany. The book provided comprehensive information on financial facilities and market access policies for MSMEs in ASEAN, custom procedures, ASEAN standards in cosmetics, rubber, medicine, fruits, vegetables, tourisms, shrimps and livestock products. If this book can be distributed widely in Indonesia, it can help significantly Indonesian entrepreneurs to access financing and market opportunities in ASEAN.

The Secretariat also works closely with ASEAN Business Advisory Council and a lot of national business councils, such as ASEAN-EU business council and ASEAN-Japan Business councils to promote MSME development.

## **SUMMARY AND RECOMMENDATION**

Individual ASEAN states still retain key roles in promoting SME development toward the ASEAN Economic Community. ASEAN Business Advisory Council and ASEAN Secretariat played complementary roles in executing ASEAN Policy Blueprint

for SME Development by searching donors, conducting the policy, and monitoring and evaluating the program.

SMEs have to find ways to compete with multinationals in the ASEAN Economic Community and ASEAN have focused to empower SMEs through ASEAN Economic Community Work Plan and ASEAN Policy Blueprint for SME Development. However, the progress of the work plan implementation is slow and lagged behind the large multinationals who have started building regional production bases for the ASEAN market. There are disappointment from APINDO that government has no serious commitment to implement the work plan.

Constraint of financial access, human resources and information are key priorities for ASEAN officials to overcome. ASEAN Business Advisory Council (ABAC) mentioned that keeping track of Policy developments for SMEs is challenging. National governments should be serious in translating the Policy into real activities. ABAC reported that if SMEs read that a certain agreement has been newly ratified by a number of member states, they will still not know what specific opportunities arise for them and by when these will become practical business reality. SMEs are the main stakeholder of ASEAN national economies and should be considered as the agent of development.

In the plan, by 2015, ASEAN SMEs shall be world-class enterprises, capable of integration into the regional and global supply chains, able to take advantage of the benefits of ASEAN economic community building, and operating in a policy environment that is conducive to SME development, exports and innovation. To achieve this, individual ASEAN states should apply a more detailed programs and monitoring toward the implementation of ASEAN Policy Blueprint and think about adding specific needs of SMEs in individual ASEAN states. Indonesia, for example, can raise programs in increasing awareness and capability in health and safety standard for food products.

Given the stake of SME development in ASEAN and the fact that the success of the regional integration needs to have vibrant and competitive SMEs to fully benefit from a deeper regional integration and narrow development gaps, a higher ASEAN body should be established, i.e., elevate the ASEAN SME Advisory Board to an ASEAN SME Ministers Meeting level which reports directly to leaders in coordinating regional efforts and mobilizing resources for SME development. These efforts will involve the integration of other regional initiatives (trade, investment, banking, and finance) in harmony with the SME development agenda.

Leader's mandate and statement is indeed important in establishing an ASEAN SME Ministerial meeting on SME Development. This involves the mandate to focus on a number of areas and commitment to set specific targets for reduction in time and cost for formal business registration, commitment to markedly improve information, advisory, technical services on quality control, operational improvements and managerial training and commitment to encourage dialogue partners to help out especially on technical assistance for SME access to finance (e.g., credit risk management, etc.)

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## **Appendix 1 - Interview Transcript**

Name : Lai-Peng Yap

Position : Assistant Director, Competition, Consumer Protection and IPR Division ASEAN Economic Community Department

Interview is held in ASEAN Secretariat's office, Jl. Sisingamaraja 70A, Jakarta at 28 January, 2014, 13.00 - 15.00pm.

### **Interview script**

Verdinand Robertua (V): ASEAN will implement ASEAN Economic Community which is liberalization of goods and services. It will bring significant impact to a lot of stakeholder and one of them is SMEs. How do ASEAN Secretariat see SMEs in ASEAN policy making?

Lai-Peng Yap (L): As you know, when it comes to AEC, we have a roadmap, AEC Blueprint. Inside AEC Blueprint there is SMEs blueprint. It is under equitable economic development. SMEs is seen.. when we talked about AEC, we look at the single market and production base, then we look at competitive region. At the same there is a goal of equitable economic development. The last goal is integration with external environment, integration with the global economy. With this four (goal), SMEs is considered one of areas where it can contribute to equitable economic development. SMEs by themselves, is seem to be that something they could promote more inclusive growth among all 10 ASEAN because as you know, most of the big companies are in the bigger ASEAN countries, there can help to develop SMEs, then it can help develop smaller ASEAN economies, the ASEAN 4. So SMEs is not seen in the single market and production base but in the equitable economic development.

V: in the equitable economic development, are there any concrete programs that will be implemented?

L: Yes, SMEs is lack in many areas. What ASEAN is done is the member created for ASEAN Blueprint Policy SME Development. This has been developed until we have the ASEAN Strategic Action Plan for SME Development 2010-2015. From there, there are 7 elements where they need to focus on. Environment, this is about policy environment for SMEs. Do they have issues on business startups? Do they have easy access to get permits? Licensing. These are the things SMEs they looked forward to when they started a business. Taxation. This kind of policies. Also do they good environment to operate. Secondly, the access to finance. Are they able to borrow money from the bank? They have no track record, they have no business plan. They

have no good accounting report to show to the bank. Or they have no collateral assets for the bank.

V: So, let me go back to the idea of equitable economic development and single market. Because here we have small enterprises and big enterprises where ASEAN want to impose new rules that enterprises are free to come here to Indonesia and set up business here. Do you see this becomes threat for small enterprises as they have weakness, business plan and financing?

L: When ASEAN come up with this plan for AEC, the objective is to bring growth and development to the ASEAN region. It is a balance of benefits, we cannot have like we must benefit everybody, that would be very difficult. There would be most sector would be benefit but there are some sectors will benefit but there are some sectors will gain less benefit because they are less competitive. Is not done overnight it started in 1993 with afta, that when tariff started going down and you will finish 2010. The degree of liberalization took about 7-8 years and until today there are some sensitive list where you can keep your product. But the idea is for SMEs that to see this as opportunities rather than threat. So SMEs mainly cater the retail domestic market. And the idea of community is to get them is to utilize the single market. Because under ASEAN they done a lot project to outreach the SMEs. SMEs that export are aware of what happening. I'm sure those who export will know because they can export with lower tariff, they can use certain green procedures. Single window, this are the things they will benefit.

V: I want to continue on access to export because is the biggest advantage of having regional free trade area. but there are some research showing that SMEs have problem in accessing preferences offered by the regional free trade agreement such as they want to know what kind of tax discount that they can enjoy; and secondly when they want get the preferences, they have to pay for some administrative cost which is a burden for small enterprises

L: The good thing about ASEAN eco community is that more than 90% products are zero, so actually they don't really need to go see anybody or to pay any user cost because about 95% products are zero. So when they export they don't need to pay tax. There are only small groups of items that still get some tax like some alcohol, cigarettes or rice and some protected products, such as chicken, and mainly agriculture products and certain consumer products, maximum 5 percent. For those items that have duties, ASEAN come up with a lot of tools like distributed website, CDs on how to use preferences, booklets, I'm sure KADIN and ministry of SMEs is already worked to distribute those items. They come around Indonesia giving a lot of talks on ASEAN. Indonesia, in terms of outreach, is the best outreach because ASEAN Secretariat is here in Jakarta. There have been many events that ASEAN Secretariat is invited to speak or to organize, there is a lot of visits of businessmen, association, KADIN. Probably the most advantage of ASEAN is here comparing to other countries.

V: Let me clarify here: there is no cost here to pay the preferences.

L: Ya, there is no cost for preferences. Indonesia has imposed some taxes on palm oil, timber in order to protect the resources. But otherwise, if you want to export to other ASEAN countries, other ASEAN countries will not impose charge or duties on your products except the (beep) in fact my number is even low. 99,65% rate lines has been eliminated in ASEAN 6. 98,9 across ASEAN 5. Most of the goods that you see is there is no tax to pay unless you pay for transport cost, shipping cost. But those are logistic costs. <break: confirmatory statements> They also need to meet the standards. For examples, vegetables. Don't contain some level of pesticides. Vegetables are grown in a area free of diseases. This is normal, technical barrier to treat. Health and Sanitary requirements.

V: how does ASEAN Secretariat works with KADIN and other stakeholders and its partner in Indonesia?

L: ASEAN have ASEAN Business Advisory Councils. At that level, each country have representatives in ABAC and then from this representatives the flow whatever they request they will meet trade minister every year and then they given the opportunity to discuss their problems, their requests. Minister is given the opportunity to break them and present it to the committee. The idea is that with this input from private sector, and they will take it back to their country and disseminate this information to the private sector. But in the same time ASEAN has number of committees, trade and good committee, custom committee, whereby sometimes business representatives also attend probably they are interested in subjects. So there are business association that were liased to apec. But at the same time there is also the special SME working group in ASEAN. So this SME working group in ASEAN only carried out work currently governing SMEs.

V: Is there any direct line between ASEAN Secretariat like you said, ABAC will facilitate the meeting the forum between the businessmen and minister?

L: ABAC is consists of trade minister, so there is 10 of them, right? So but before they meet the minister, they should consult the KADIN, I think KADIN has external relation, so they should have some discussion what is the problem and issues, and they can bring it to the trade minister. That's one channel. There is other channel, SME working group where ministries of SMEs in Indonesia. I Made Kawan deputy minister. Example he represents Indonesia in SME working group. It helps to design project and action plan. Under the action plan, there are 7 projects technology transfer, markets, innovation, so these are the things SMEs needs to serve. So we do projects to do in that cases.

V: One of the problem is lack of socialization from the national government to SMEs and the secondly the SMEs is not putting too much attention to the AEC. How do you motivate central, regional and local government since SMEs is spread all over Indonesia? In the region they mostly contact the local government.

L: ASEAN was objected to form single market production base. From there, this information is given to all the countries: minister of trade, minister of SMEs. All the officials attend the meeting. After that, they go back to their home countries and

devise programs to outreach various stakeholders, to SMEs companies.. So much responsibilities to member countries. ASEAN Secretariat is consists of 3-4 peoples. They don't go out to promote to all ASEAN countries. Member countries are tasked to promote these informations. <break: confirmatory statements> that's why we use existing bodies, and we also have a lot of business council. ASEAN eu business council, ASEAN japan business council, ASEAN india. This business council helps to convey these messages to the people. We also used newspaper, website, facebook and twitter for ASEAN. It's impossible to talk to everybody. Every issue area have their own website. It depends on the person whether they are internet friendly. They are too busy and they don't care. They just want to make more money. But to make more money they should look to programs available and sometimes they don't look. People are not really aware what is aec. This year is a very important year for ASEAN so there are more programs to outreach peoples. We also produces this book that I will pass it to you <book transfer>. National government can request the translation of the book to the national language and we also think to get eu funding for translation. <information is very good> all these information is uploaded in the website <suggestion about the language>,so basically we produced publication, we tried to get a good website, getting this publication out, we getting more talks. Hopefully we can reach more peoples. It's not easy to each many peoples <600 million peoples>.

V: There are some forums, business council and campaigns, done by ASEAN secretariat. how do you evaluate these programs?

L: Some of the projects we do evaluation there are some questionnaires especially now we are designing questionnaires whereby we try to get feedbacks. In fact a lot of projects that we do, we receive a lot of feedbacks. For example we do some policy studies in three sectors, electrical and electronics, tourism and I forgot one more. For this sectors, the researchers goes to the ground and visit 10 member countries design some questionnaires and they will find out what are the problems. Usually they find the same thing, For business startups, some countries can take 1-2 days, and some countries can take months. Even You get it and you should apply to many other types of licenses. That's one of the problems. The other problems is <unclear> but most of countries have put special place financing for SMEs. And then they look for exports. What are the problems affecting the exports. <repeating about websites>

V: How many people out there know about aec?

L: There is the work done by our public outreach department. They do conduct sometimes survey about knowledge about ASEAN. Most of people knows about the flag and the name of ASEAN, but when they are asked about meaning of ASEAN they will get lost. Don't ask about ASEAN programs. <confirmatory stataements> It will help to design programs for the next 5 years. ASEAN will not stop in 2015.

V: I want to talk about the politics. Do you thinks SMEs a politically sensitive or politically important issue?

L: as an entity, SMEs is a political important component because they can make up mostly until 96% all the enterprises. So I don't know about Indonesia. Let's say Malaysia, there 1 million SMEs and average they make up 60% workforce. There are 6 million people out there working in SMEs. I'm sure Indonesia will have much more than that. So if SMEs have an association, it will be an effective then they become effective political support and become important political forces.

V: This year become the election year for Indonesia. Jobs and Economy will become a very important topics. Extremely nationalist president will try not to open or to close the cooperation. Do you it will depend on the president or you believe it will work as scheduled?

L: If we are talking about the economic growth, we have to look at the policies of the government. Government policies should be structured in the way.. you keep the fundamentals right, keep the unemployment low, inflation low, debt low, high salary good jobs good transport, social things, so you get the policies right, people feel not very rich but comfortable so the government will get vote from the people. But if the government seem to be <unclear> . like in Singapore, government have slogans: 3cs car condo. <The symbol of welfare>. Then the government is not good. SMEs, I know, can be a very important economic and political force. Usually they organize via trip associations. So we can use that network to disseminate information about ASEAN and I think they don't have tapped to the network how to bridge among people. People like KADIN and so many association.

V: The last question, KADIN is one civil society organizations (CSOs). How does CSO work ASEAN decision policy making especially about SMEs? Do you connect with NGOs, universities?

L: Under ASEAN charter, there are some list of NGOs that ASEAN have interaction with. Those CSOs have contacted with ASEAN, they are given information, dialogues so this how we keep a breast of CSO requests.

V: Those organizations have privileges to meet and communicate with ASEAN officials?

L: Yes, for example, certain press when they registered, when summits in order, they would get permission to cover the summit. Sometimes they have dialogues.

V: special on SMEs, do they engage with ASEAN officials?

L: We always have workshops, and so on. But I believe SMEs is need. They don't need to know a lot. They just need to know basic information. Because we tell a lot of information, they will go back they forget it. But if we tell them this is what they need to know then they can find this website to research. We also target SMEs in key specific areas like key area exporter, what they need to know. They need to know about standards, tariffs, manufacturers. What's in in ASEAN good for you. These are the things we put in the book, website, the Facebooks.

## COMPETITIVE ADVANTAGE MODEL IN SMALL AND MICRO ENTERPRISE SMEs BATIK

(Focus on Effect of Government Policy, Resources, Entrepreneurship, Cost  
Leadership Strategy and Differentiation Strategy as Intervening Variable)

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### Abstract

The goal of this research is to develop economics, especially in strategical management science aiming the development of fit model for high degree competitiveness in Micro and Middle Enterprise SMEs (Usaha Mikro Kecil dan Menengah and abbreviated as UMKM in *bahasa*) in Batik (Indonesian traditional hand-made clothing design by applying wax (malam in *bahasa*)). The practical aim of this research is to apply this model serving as an alternative input for Batik Micro Enterprise in order to develop their high degree competitiveness. The result of this study is tended to give input for Indonesian government in terms of maintenance policy effectiveness and in up scaling Batik Micro Enterprise. This study analyzed the governmental role, resources and entrepreneurship in affecting the leadership cost and differential strategy in building the high degree competitiveness of Batik Micro Enterprise by applying the descriptive analysis and Structural Equation Modelling (SEM). The data were processed with AMOS software. The Respondents were taken from batik's small enterprise in jogja and solo as many as 144 enterprise, registered in the Department of Cooperatives and SMEs jogja and solo. The researcher found that most of strategy batik's small enterprise are differentiation strategies. Government and resources variable have a positive influence and significant to competitive advantage by batik Micro Enterprise.

**Keywords:** *government role, resources, entrepreneurs, competitive advantage, cost leadership strategy dan differentiation strategy*

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### INTRODUCTION

Micro, small and medium enterprises (SMEs) is the work done by most people all over the country, both in developed countries and in developing countries. In the United States, the number of small businesses that are less than 100 employees account for about 24.92 million people, or 99.7 percent, and the remaining 0.3 percent are medium and large businesses. Nearly 90 percent of small businesses employing less than 20 people. Small businesses are labor-intensive effort, so as likely to create more jobs. Small businesses create two thirds to three quarters of the new jobs in the United States economy. Based on the research of David Birch, only 3 percent of small businesses, which create 70 percent of new jobs, growth of 20 percent or more per year. Most of the small businesses do not grow and do not create many jobs. Small businesses also contributed 51 percent to the Gross Domestic Product (GDP). In addition, many small businesses also create new ideas, products, and new services and have a very

important role in innovation. Many important discoveries that can be traced its roots from an entrepreneur (an entrepreneur) includes zipper, FM radio, laser, air conditioning, escalators, light bulb, computers, and automatic transmission (Zimmere, Scarborough, and Wilson. 2008).

In Indonesia, the number of SME population in 2011 reached 55.2 million units or 99.99 percent of the total Indonesian unit. In 2011, the number of people working in SMEs reached 101,722.458 people or 97.24 percent of all Indonesian workers numbering 613 681 104 people. In 2011, the amount of the contribution of SMEs to GDP by 57.94 percent, while large enterprises contributed 42.6 percent to the GDP.

In 1997 when the economic crisis, many large companies in Indonesia are falling, but SMEs still survive, and even experienced growth. This is because small businesses are evenly distributed in all parts of Indonesia, most of who are independent businesses. Strengthen and develop SMEs means to reduce unemployment and poverty. While many large businesses are actually reducing its workforce to be replaced with machinery or electronic equipment and computers.

The results of the economic census in 2006 showed that in Indonesia, 47.7 per cent of SMEs do not have a plan or expand their business pengembangan upcoming year. What is meant by "developing / expanding a business" is a business plan to expand, opening branches, improving skills, or other. SMEs that do not have the plan because of not only the problem of capital, but also a marketing issue. Indeed, it is clear, 50.2 percent of MSEs do not have a plan because of the difficulty of capital, followed by 24.2 percent due to the constraints of marketing.

Due to various constraints faced by small businesses, especially in terms of marketing, the low bargaining power of small business. It also does not have a competitive advantage that its competitiveness was low. To overcome the various problems faced by SMEs need the participation of government as regulator, facilitator, and motivator. So far the government has issued various policies in an effort to nurture, empower and develop SMEs, to enhance national economic development based community economy or economic democracy. However, in reality the policies that have been made have not been able to be fully implemented to address the various problems facing SMEs.

Batik is strategic SMEs to be empowered and developed, as it is one of Indonesia's cultural heritage, which has been recognized by UNESCO as a World Masterpieces of the Oral, and Intangible Heritage of Humanity. Historically, batik has existed since the seventh century in the kingdom of Srivijaya, and continues to grow as the cultural activities of the Majapahit kingdom and other kingdoms in Java. New Batik Indonesia became the people's business since the 18th century AD Indonesian batik industry has contributed creative economy Rp 3 trillion each year and is able to absorb up to 7 million people working either directly or indirectly (Indonesia.com media on Wednesday, 25 May 2011).

**Literature Review**

**The competitive advantage of SMEs.** Unique challenges of SMEs today are globalization, increased customer expectations, technological advances, and increased competition. Models, business process improvement, and business management techniques have been widely used by and originate from large organizations, and the private sector, which are not necessarily applicable to SMEs. It is considered appropriate by the researchers to make the argument that the planning and the process of change from a large organization can be applied to SMEs with less formal manner or on a smaller scale (McAdam, 2000; McAdam & Armstrong, 2001, and Curran & Blackburn 2001 in Banham, 2010).

To be able to survive and grow in a healthy manner, then SMEs require the ability to respond to the growing expectations of customers by utilizing creativity and exploit technological advances in order to compete both nationally and globally (Banham, 2010).

Competing ways that have been used by SMEs, which only uses just such a comparative advantage of cheap labor and abundant natural resources, for now and in the future is no longer appropriate. SMEs face a competitive environment that is changing very rapidly due to the influence of communication technology, information technology, and technology to produce goods and services more efficiently, effectively, and productively. In order to have high competitiveness of SMEs need the ability to create benefit by using the competitive advantage is the ability to compete on the cost, quality, shipping / delivery, and flexibility (Porter in UNCTAD, 2005: 5).

A study analyzing 1,789 strategic business units (SBU) found that businesses that combine differentiation and cost leadership, as a competitive advantage is better performance compared to using only one strategy. Lowest performance occurs when the business unit is not to identify the types of advantages (Dess, Lumkin, Eisner, 2008: 157).

Table 1.1  
 Strategies for Gaining Competitive Advantage

	Competitive Advantage					
	Differentiation and Cost	Differentiation	Cost	Differentiation and Focus	Cost and Focus	Stay In Midst
Performance						
Return of Investment (%)	35,5	32,9	30,2	17	23,7	17,8
Sales Growth (%)	15,1	13,5	13,5	16,4	17,5	12,2
Addition of Market Share	5,3	5,3	5,5	6,1	6,3	4,4
Sample Size	123	160	100	141	86	105

Source: Dess, Lumkin, Eisner, 2008: 157

Assets and processes within an organization that provides a competitive advantage is a source of competitiveness. Competitiveness is divided into three, namely the country's competitiveness, industrial competitiveness, and competitiveness of the company. Competitiveness reflects the economic strength of a country, industry or company taking into account economic competitors in the global market in which goods, services, people, skills, and ideas move freely across geographical boundaries (Murths, 1998, in Ambastha and Momaya, 2004).

Competitive advantage in general indicates that the company can achieve higher performance than the competitors in the industry can by utilizing the assets and or competence. There are two streams of theories of competitive strategy that influence the competitive advantage. One of them is the theory of Porter (1994) in Lee and Hsieh (2010) which describes its positioning within the structure of the competitive strategy and the use of "five forces ( " five forces ") to analyze the competitive advantage in the industry. The theory suggests that a company should choose an appropriate position in the industry, to further relieve the pressure of competition, or to take some action on its competitors, so that the company's own benefit.

Another school is the resource-based view (resource-based view / RBV) proposed by Wernerfelt (1984) and emphasized by Prahalad and Hamel (1994) in Lee and Hsieh (2010). RBV suggests that the competitive advantage of a company should be built based on its core competencies, which include resources (tangible) and invisible (intangible).

Jacobson (1988) and Porter (1990) in Lee and Hsieh (2010) define sustainable competitive advantage as a competitive advantage to survive in a long time. Such competitive advantage must have the following characteristics: 1). Sustainable: A company should lead its competitors on an ongoing basis or survive in a little time, and will end when the competitors managed to replicate the same competitive advantage; 2). Uniqueness: A company only needs to pick the competencies possessed by a small number of companies; 3. Robustness: A company needs to lead the company's competitors with a significant gap.

**Role of Government.** The primary roles of government in the development of creative industries (Ministry, 2008) are as:

1. **Catalyst, facilitator, and advocate.** The government has the political power that can be used to create creative business environment to provide stimulation, challenge, and encouragement of creative ideas that move the business to a level of competence that is higher.
2. **Regulator** Government as regulator making policies related businesses people, industrial, institutional, intermediary, resources, and technology. Wisdom government to be one of the tools to create a conducive business climate. Government policies that have been made should be regulated by a particular mechanism, so that can be implemented.

The Government of Indonesia has set several SME development policies:

1. Government Regulation No. 44 Year 1997 About the Partnership.
2. Government Regulation No. 32 Year 1998 concerning Guidance and Development Small Business.

3. Instruction President of the Republic of Indonesia Number 10 Year 1999 on Empowerment Medium Enterprises.
4. Regulation of the State Minister of Cooperatives and Small and Medium Enterprises Republic of Indonesia Number: 23/Per/M.Kukm/Xi/2005 Amendments to the Decree of the State Minister of Cooperatives and Small and Medium Enterprises Number: 32/Kep/M.Kukm/Iv/2003 about Guidelines for Growth and Development Centers Small And Medium Enterprises
5. Indonesian Presidential Instruction No. 6 of 2007 on the Acceleration of Real Sector Development and Empowerment of Micro, Small and Intermediate.
6. Regulation of the State Minister of Cooperatives and Small and Medium Enterprises Republic of Indonesia Number: 02/Per/M.KUKM/I/2008 About Guidelines for Empowering Business Development Services-Provider (Beds-P) for the Development of Cooperatives, Micro, Small and Medium Enterprises (MSME)
7. Law of the Republic of Indonesia Number 20 Year 2008 on Micro, Small, and Medium.

MSME development policy has been quite a lot, but in practice not meet the needs, especially the needs of micro and small businesses, because it has not fully implemented and well socialized. For example, in the capital MSME policy.

**Entrepreneurship.** Entrepreneurs are often defined as those who organize and manage business risk-taking for profit. An entrepreneur is really as a strategist. He made a strategic and operational decision. Strategi all levels, be it corporate, business, and functional managers be a concern as the founder and owner of the company (Hunger and Wheelen, 2012). Meanwhile, according to Schumpeter (1934) in Rodney et al (2008), who first described the entrepreneur as an innovator? Entrepreneurial orientation is evidenced by the apparent trend to innovativeness, proactive, and willing to take risks.

Entrepreneurship development in SMEs has been part of the development plan of action in India, Malaysia, Pakistan, and Philippine. Such initiatives are also undertaken by Bangladesh and Nepal. Promotion of entrepreneurship among small industries widely addressed by a combination of public sector organizations and the cooperation of public and private organizations in several countries. In Bangladesh, India, Malaysia, Pakistan, and Philippine, the Prime Minister or the President has emphasized in his speech about the importance of building entrepreneurship. In Malaysia have been established SME Award and Quality Award, as well as in Indonesia, SME Award and Quality Award was successfully launched for SMEs (Baig, 2007, APO, Integrated Report). The award aims to motivate SMEs to develop entrepreneurial and produce a quality product.

**Cost Leadership Strategy.** For small businesses, to achieve the cheapest price, special attention should be given to all activities in the business ranging from material purchase to final sale to the end customer. Competition today is no longer from business to business but from the supply chain to supply chain. Lowest price among all members of the supply chain will result in lower prices than retailers result last and increase demand without reducing profit margins. Different strategies can help to obtain a price leadership strategy in an industry. The most common strategy used by many small businesses is the economies of scale and learning, business process re-engineering, product design, and purchase materials in large amounts (Small Business Course).

Some of the ways that can be done by the company to achieve cost advantage, namely by improving the efficiency of the process, adding a unique access to sources of raw materials (materials) are large at lower prices, making optimal outsourcing and make decisions that are vertically integrated, or avoid some of the overall costs (QuickMBA).

**Company Resources.** Dess, Lumpkin, and Eisner (2008) explains that the company's resources include all assets, capabilities, organizational processes, information, knowledge, etc. controlled by the company and can be developed and can be implemented for value creation strategy.

Resource-based view (the Resource-Based View / RBV) offers basic theory about the importance of a wide range of resources for competitiveness and performance of the company. RBV argues that firms can achieve and maintain a competitive advantage if they have the resources tangible and intangible valuable, rare, inimitable and irreplaceable (Barney, 1991; Wernerfelt, 1984 in Roxas and Chadee, 2011). Four characteristics of the resources, as described by Barney (2007) in Roxas and Chadee, 2011 is seen as a strategic asset if properly mobilized, build and maintain a competitive advantage and improve performance.

RBV combines two perspectives: 1) Analysis of internal company, and 2) an external analysis of the industry and the competitive environment in an integrated way. The ability of the company's resources to provide a competitive advantage can not be determined without taking into account the broader context of competition (Dess, Lumpkin, and Eisner, 2008: 88). It is important to note that the resource itself cannot create a competitive advantage if it is not integrated with value creation activities are important as well as marketing and sales. Therefore, the central theme of the RBV of the firm is that competitive advantage is created and maintained through a combination of uniquely from some resources.

**Micro, Small and Batik .** According to Law No. 20 Year 2008 on Micro, Small and Medium Enterprises, Article 6 stated that the criteria for SMEs based on total net assets, excluding land and buildings, and the number of sales per year, as can be seen in the table which follows.

Table 1.2  
Criteria for Micro, Small and Medium Enterprises

Nature of Business	Net Wealth (USD)	Annual Sales (USD)
Micro	50 million	300 million
Small Business	> 50 million - 500 million	500 million - 2.5 billion
Medium Enterprises	500 million - 10 billion	2.5 billion - 50 billion

Among small and medium enterprises, batik business has very special characteristics, and has Indonesian cultures that consistently survive. With the influence of a particular region motifs, batik evolved and spread, especially in Java, for example, known as Batik Garut, Tasikmalaya, Kudat, Pekalongan, Kedungwuni, Tegal, Banyumas, Navan, Kudus, Demak, Surakarta, Yogyakarta, Heilbron, Apex, Lasem and Madura. Meanwhile, until the batik current regional growing nationally (Bank Indonesia, 2001). According Ulum (2010), batik has been around since the Kingdom Mojopahit, and then extends to the Kingdom of Mataram, Solo, and Yogyakarta. In Java, batik is also not only growing and expanding into the island of Sumatra.

More than just a cultural heritage, batik has been transformed into the industry that provides high's contribution to the Indonesian economy. Batik industry export value reached US \$ 32.28 in 2008, and the first quarterly of 2009, the export value reached US \$ 10.86 million. Originally, batik became one of the kings of the family culture as clothing royal family and their followers. Many followers of the king who lived outside Kerton, they brought the art of batik is out of the palace, and then the making of batik cloth made in their respective places. Long batik art was imitated by the people nearest and subsequently expanded into the work of women in the household to fill his spare time. Furthermore, batik clothes that used only the royal family then became popular folk clothes, both women and men.

In general, the process of making batik through 3 stages: coloring, giving the night (candles) on the fabric and release wax from the cloth. White cloth that will be based on batik can be colored according to our tastes remain white or before then in the given night. The process of giving tonight can use the process of batik canting or with a hand stamp process. In the evening, the fabric is given a batik dyeing process cannot go on as it is covered by the night (wax resist). After a given night, batik dyed. This coloring process can be performed several times as you wish what color you want. If the process of coloring, and the night finished the night dilunturkan the heating process. Batik, which has been boiled until the evening, so be melted and separated from the water. The boiling process is done two times, the last with a solution of soda ash to turn off the color attached to batik, and avoid smearing. After the boiling is complete, batik soaked cold water and dried (<http://batikpekalongan.wordpress.com/category/teknik-batik-making>). On October 2, 2009, Batik has a patent as non-objects of cultural heritage, cultural heritage among the 76 non-object world. This patent was obtained through the Organization of Educational, Scientific, and Cultural Organization (UNESCO). Despite of 76 arts and cultural heritage that is recognized the world, Indonesia is only donate one, while China 21 and Japan 13 legacies (Ulum, 2010).

### **Previous Research**

Previous research studies related to the influence of the Role of Government, Social Media, the Cost Leadership Strategy and Differentiation Strategies, and Impact on Competitive Advantage of SMEs, can be seen in the following table.

Tabel 1.3  
Previous Research

No	Researcher	Topic/ Title	The results related to this study	The similarity with this study	Information
1	Rodney et al (2004),	Entrepreneurial Orientation versus Small Business Orientation: What Are Their Relationships to Firm Performance	Entrepreneurship Orientation young (<11 years) → Performance. Small Business Orientation elderly (> 11 years) → performance	Entrepreneurship	Research in the United States, 267 small businesses, using SEM
2	Lee, Jia-Sheng and Chia-Jung Hsieh (2009)	A Research In Relating Entrepreneurship, Marketing Capability, Innovative Capability And Sustained Competitive Advantage	Entrepreneurship → Sustainable competitive advantage, an indirect effect through marketing capabilities and innovation capabilities	Entrepreneurship directly affect the competitive advantage of	Research in Taiwan 1000 companies manufacturing Using SEM / Lisrel 8.7
3	Pribadi and Kanai (2011)	Examining and Exploring Indonesia Small and Medium Enterprise Performance: An Empirical Study	Internal and external factors → SME strategy. SMEs with high performance tend to use a differentiation strategy Emphasizing on the assets of the organization and human resource capabilities and focus on customer needs.	<ul style="list-style-type: none"> <li>• Differentiation strategy</li> <li>• Researchers took the role of government to internal factors, and entrepreneurial resources of the internal factors, and 2 competitive strategy.</li> </ul>	In East Java, Indonesia. Number of samples 258 people. Using Factor Analysis Confirmatory
4	Roxas and Chadee, 2011	A Resource-Based View Of Small Export Firms' Social Capital In A Southeast Asian Country	This study shows that superior performance is a function of a valuable resource cannot be duplicated and organized enough to develop and maintain the company's competitive advantage. Entrepreneurial orientation influence on export performance.	<ul style="list-style-type: none"> <li>• Resources</li> <li>• Entrepreneurship</li> <li>• Competitive Advantage</li> </ul>	in Philippine Sample of 175 small firms export. using SEM
5	Raduan at	A Conceptual	Organization's	Resources	Malaysia

	al, 2009	Framework of the Relationship between Organizational Resources, Capabilities, Systems, Competitive Advantage and Performance	resources, capabilities, and systems directly affect the competitive advantage, and performance, as well as indirect effect on performance through competitive advantage.	directly influence Competitive advantage	Using SEM
6	Rami Schayek, 2011	The Effect of Strategic Planning, Entrepreneurship, Human and Financial Resources, and Market Orientation on Small Business Performance	Entrepreneurship, financial resources, and market orientation directly influence the performance of small businesses, while the strategic planning and human resources had no effect on both Path and SEM models.	Entrepreneurship, resources (human and financial).	Israel, sample 135 small trade and service business development project participants conducted by the Ministry of Industry, Trade and Labor Israel. Menggunakan path analysis and SEM
7	Wingwon, and Piriyakul, 2010	Antecedents of PLS path model for competitive advantage and financial performance of SMEs in Thailand	Entrepreneurship → Logistics Performance Entrepreneurship → Operating Performance Entrepreneurship → performance Marketing	Entrepreneurship	Total sample of 450 respondents SME General Manager Northern Region of Thailand. using SEM
8	Yan, Shigang, 2010.	Competitive Strategy and Business Environment: The Case of Small Enterprises in China	This study confirmed the importance of generating a competitive strategy to achieve competitive advantage. Four competitive strategy in question is the cost strategy, differentiation, innovation, and collaboration which are all positively	Cost strategy and differentiation strategy is critical to achieving competitive advantage.	Survey on SMEs in the Big City and Province in China, with 133 samples. Using correlational analysis.

			correlated to the performance of Chinese SMEs		
9	Mirza P, 2011	Environmental Influence Of External And Internal Environment Competitive Strategy and Partnership Strategy And Its Impact On Competitive Advantage And Their Implications On Small And Medium Industry Performance In West Sumatr	Competitive Strategy→ External Environment, Internal Environment →Competitive Strategy, Competitive Strategy → Competitive Advantage.	The role of government is one variable external environment. Entrepreneurship and resources are part of the internal environment. Cost Leadership and Differentiation Strategies are competing →competitive advantage strategy (Competitive Advantage).	Doctoral Dissertation Economics UNPAD Bandung. The unit of analysis in the SME sector embroidery, embroidery, and weaving which operates in West Sumatra, and customers. Using SEM
10	A.B Susanto, 2011	Influence Government Policy and Resources Strategy Tourism to Compete, and Their Impact on Tourism Business Performance.	Government policy → Business Competitiveness and Performance, Resource Tourism →Competitiveness and Business Performance Government Policy and Resources Indirect Impact on Tourism Business Performance through Competitiveness.	Government, Resources	Analysis Unit of the countries listed in the Travel and Tourism Competitiveness Report (TTCR, 2011) and the World Economic Forum and the World Travel and Tourism Council (WTTC, 2011). The data used are secondary data from TTCR and WTTC (2011). Using Partial Least Square (PLS)

Note: The sign → means a direct and significant effect

### **Status of this study in the Development Model of Competitive Advantage.**

Based on the results of previous studies novelty of this study is the role of government influence on cost leadership strategy, differentiation strategy, and its impact on competitive advantage. In addition, the effect of entrepreneurship on cost leadership strategy, and competitive advantage, then the effect of resources on a cost leadership strategy and differentiation strategy. The similarity with previous studies is that staregi two generic strategies cost leadership and differentiation strategies affect the competitive advantage, which has become patent Michael Porter. Another similarity is the entrepreneurial resources and affects the competitive advantage. Sedangkang similarities with other studies indirectly in the form of external and internal factors, the study focused on the role of government as part of the external factors, and entrepreneurship and resources as part of the internal factors of SMEs. Another similarity is only on stand-alone variables without causal influence of the study of entrepreneurship, resources, cost advantage, differentiation and competitive advantage.

### **Framework**

Based on the formulation of the problem, literature review, and previous research, the framework can be structured as follows.

Effect of Direct and Indirect Role of Government, Entrepreneurship, and Resources, Cost Leadership Strategy Against, And Differentiation Strategies, and affect Competitive Advantage in SMEs Batik Yogyakarta and Surakarta.

#### **1. Direct Effect of Exogenous Variables on Endogenous Variables**

- Role of Government Influence on Cost Leadership Strategy SMEs Batik Yogyakarta and Surakarta
- The role of government influence on the differentiation strategy MSE Batik Yogyakarta and Surakarta
- Role of Government Influence on Competitive Advantage in SMEs Batik Yogyakarta and Surakarta
- Effect of Entrepreneurship on the MSE Cost Leadership Strategy Batik Yogyakarta and Surakarta
- Effect of Resources on Cost Leadership Strategy SMEs Batik Yogyakarta and Surakarta
- Effect of Resources on Differentiation Strategy MSE Batik Yogyakarta and Surakarta
- Role of Government Influence on Competitive Advantage Batik Yogyakarta and Surakarta MSEs
- Effect of Entrepreneurship on the Competitive Advantage of Yogyakarta and Surakarta batik SMEs
- Effect of Competitive Advantage Resources Against MSE Batik Yogyakarta and Surakarta
- Effect of Cost Leadership Strategy against Competitive Advantage of SMEs Batik Yogyakarta and Surakarta
- Effect of Differentiation Strategy against Competitive Advantage MSE Batik Yogyakarta and Surakarta

## 2. Indirect Effect of Exogenous Variables Against Endogenous Variables Through the intervening variable

- Indirect Influence on Government Role Competitive Advantage Through Strategic Cost Leadership, Differentiation Strategies MSE Batik in Yogyakarta and Surakarta
- Indirect influence Entrepreneurship Strategy Against Competitive Advantage Through Cost Leadership, Differentiation Strategies MSE Batik in Yogyakarta and Surakarta
- Indirect Influence Resources Strategy Against Competitive Advantage Through Cost Leadership, Differentiation Strategies MSE Batik in Yogyakarta and Surakarta

Framework based on the research paradigm can be described as follows.

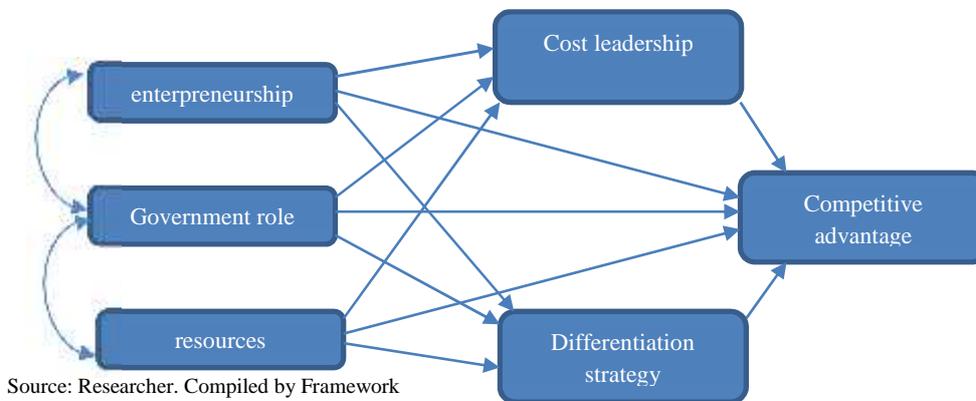


Figure 1.4. Paradigm Research

## METHODOLOGY

**Methods Used.** This study used a quantitative approach. Types of non-experimental research. In terms of time, used a cross-sectional method, the research carried out at a time. The research method used was a survey method to collect quantitative data are required, and then processed with descriptive statistics and Structural Equation Method (Structural Equation Modeling / SEM) using Amos software Version 5 Measurement scale used for the survey is a modified Likert Scale to 6 scale, namely: Strongly Agree (SA), Agree (A), Somewhat Agree (SA), Somewhat Disagree (ADA), Disagree (D), and Strongly Disagree (SDA).

**Analysis Unit.** This research was conducted in the city of Yogyakarta, Sleman regency, Kulon Progo, Bantul, Gunung Kidul and Surakarta. Of the six selected areas where there are many batik entrepreneurs to serve as the unit of analysis. Preliminary research has been conducted on 18 to 25 February 2013; to get an idea of the population as a basis for sampling and sampling techniques were used. Researchers visited Yogyakarta Provincial Department of Industry, Department of Industry, Yogyakarta, and Sleman regency, Kulon Progo Regency, Bantul, Gunung Kidul and Surakarta, as well as the Great Hall of Batik (National) in Yogyakarta. Researchers express intent and purpose of this preliminary study to obtain secondary data from the Office of the City

and County. Preliminary Research Report and Data Address Entrepreneur Batik can be seen in the appendix.

**Population.** From the results of preliminary studies we can see that the population of batik in Yogyakarta City, Sleman regency, Kulon Progo Regency, Bantul, Gunung Kidul District obtained 166 entrepreneurs Surakarta batik and batik entrepreneurs gained 103 addresses, but most districts drawn batik entrepreneurs, the District Laweyan.

**Samples.** When it comes down to the field, many of which address data is no longer compatible with the data obtained from the Department of Industry Yogyakarta Special Region and the Department of Industry, City and County in the province.

Finally the sample was determined by a quota sampling technique to obtain a sample of approximately 150 batik entrepreneurs to qualify in data analysis using SEM. Quota sampling is less precise for SEM models, more appropriate use of random sampling, but conditions on the ground it was not possible given the cost, and the manner of limited power to conduct a census in each district in determining the exact amount of the population. When the researchers conducted a preliminary study to define the sample population and found that each area has its own characteristics in the policy and collect and present data MSE batik, there are areas that already have data that is neat with a special computerized for MSEs batik, there are areas that collect data MSEs by mixing batik products to clothing and skin, there are areas that do not collect the data in a computerized, only relying on notes / handwriting. Data batik in Yogyakarta Province is not exactly the same as the existing data in the area, so researchers need to examine the similarities and differences to obtain a number of addresses in Yogyakarta batik entrepreneurs. According Ghozali (2005) the minimum sample to estimate the model using Maximum Likelihood (ML) is 100 recommended getting the goodness of fit better model using a sample size of between 100-200.

In detail, the following number of samples

Table 1.5  
 City / County and Number of Samples

No.	City / County	Total Sample
1	Yogyakarta	51
2	Sleman	10
3	Kulonprogo	14
4	Bantul	25
5	Gunung Kidul	16
6	Surakarta	40
	Total	156

Source: Adapted from Field Research

Number of samples that can be processed only 156 of the 144 samples due to lack of completeness of data in the questionnaire.

## Lattice Research Instruments

Obtained from literature review a conceptual definition of each variable as a basis for the operationalization of the research variables to construct the grating instrument as follows.

Table 1.6  
Lattice Research Instruments

Variables	Indicator	Name Indicator	Item Question
Role of Government	Motivator	X1	1, 2, 3
	Catalyst	X2	4, 5
	Facilitator	X3	6, 7, 8, 9
	Lawyer	X4	10, 11, 12
	Regulators	X5	13, and14
Cost Leadership	Cost Leadership		1, 2,
Strategy	Strategy	Y6	
	Focused cost leadership	Y7	5, 6
Differentiation Strategy	Differentiation	Y8	3, 4
	Focus Differentiation	Y9	7, 8, 9, 10
	Integrated	Y10	9, 10
Competitive Advantage	Product excellence	Y11	1, 2, 3
	Cost advantage	Y12	4, 5
	Values of excellence	Y13	6
	Advantage of resources that are rarely owned by competitor	Y14	7, 8
	Product excellence is not easily imitated and sought a replacement	Y15	9, 10

Source: Calculated from Library Studies

The data obtained from the study were analyzed using descriptive and inferential statistical analysis. Descriptive statistical analysis is used to describe all the data from all study variables in the form of frequency distributions, histograms, mode, median, average price, and the standard deviation (standard deviation). While the inferential statistical analysis used to test, the hypotheses and the results are applied to the population. The resulting data are arranged in intervals. Structural Equation Models will

be used to examine the causal relationship between the study variables (latent variables) that have been formulated based on theoretical research and specific knowledge called structural models. In addition, to measure the contribution of each indicator of the latent variable by using the so-called loading factor measurement model.

## RESULTS

Questionnaires were distributed to respondents totaled 146, which is located along the city of Yogyakarta, Sleman regency, Kulon Progo district, Bantul, Gunung Kidul District, and the city of Surakarta.

Distribution of the respondents can be seen from the following table.

Table 1.7  
 Region of Origin / Location of Business Respondents

		city districts			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		7	4.8	4.8	4.8
	Yogyakarta	51	34.9	34.9	39.7
	Sleman	5	3.4	3.4	43.2
	Kulonprogo	14	9.6	9.6	52.7
	Bantul	25	17.1	17.1	69.9
	Gunung Kidul	16	11.0	11.0	80.8
	Surakarta	28	19.2	19.2	100.0
	Total	146	100.0	100.0	

From the above table location unknown number of businesses that most respondents respectively are in the city of Yogyakarta, Surakarta later, Bantul, Gunung Kidul, Kulon Progo, and at least in Sleman. Characteristics of batik in Yogyakarta, Surakarta, Bantul and Gunung Kidul concentrated in places that are close together to form the centers of batik making it easier for data collection. Unlike the batik in Sleman and Kulon Progo Regency, spread his business location (far from each other) and not all potential respondents are willing to fill out a questionnaire with specific reasons or provide specific requirements. Prospective respondents are not willing to fill out questionnaires voluntarily excluded from the category of respondents.

The city of Yogyakarta and Surakarta (Solo) has historically come from the kingdom of Mataram kingdom that was split into two / Kraton, batik origin. Originally, batik is the work of the women of the palace, a new start of the 18th century AD, batik spread beyond Kraton Yogyakarta and Solo. Thus, it can be understood until now there are many batik entrepreneurs in the second city of the kingdom. In addition, both cities

also become a tourist destination both nationally and internationally to visit both the palace of Yogyakarta and Solo. Yogyakarta is famous for its batik trade center in Malyoboro, whereas in Solo in Klewer Market.

In Bantul, batik business getting a lot of attention from the local government district of Bantul so grows the villages of batik production houses and his showroom. Batik of Bantul is also many that are sent to Yogyakarta. The founding of the company in the Batik of survey respondents can be seen from the following table:

Table 1.8  
Company Year of Establishment Batik

		years of existence			
		Frequency	Percent	Valid Percent	Cumulative Percent
	1960 - 1970	19	13.0	17.0	17.0
	1971 - 1980	12	8.2	10.7	27.7
	1981 - 1990	11	7.5	9.8	37.5
Valid	1991 -2000	13	8.9	11.6	49.1
	2001 - 2010	50	34.2	44.6	93.8
	After 2010	7	4.8	6.3	100.0
	Total	112	76.7	100.0	
Missing	System	34	23.3		
Total		146	100.0		

From the above table it can be seen that the people who responded to the founding of the company Batik 112 people or 76.7 per cent, the remaining 34 people not filling the question of the establishment of the batik company. Year established company's batik highest between 2001 to 2010 in the last two years there is an increase of 7 companies, or 4.8 percent, if the increase in the linear batik company in eight years to come grow 35 companies, or about 25 percent. It shows that the establishment of the new company developments occurred most rapidly between the years 2001 - 2010, after which it is expected to decline, unless there are efforts to increase the production of batik to develop business and create new batik firms in the years to come.

Initially batik is the women of the palace, then spread beyond the palace of Yogyakarta and Solo, then a lot of men who are interested in setting up companies or become entrepreneurs' batik. Gender of respondents can be seen in the following table. Initially batik is the women of the palace, then spread beyond the palace of Yogyakarta and Solo, then a lot of men who are interested in setting up companies or become entrepreneur's batik. Gender of respondents can be seen in the following table.

Tabel 1.9  
 Respondents' Gender

		Gender			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	38	26.0	26.0	26.0
	Female	57	39.0	39.0	65.1
	Total	51	34.9	34.9	100.0
	Total	146	100.0	100.0	

From the above table it can be seen that the number of respondents who filled out the age there were 108 people, 38 do not fill out the rest. Than 108 people turned out to the number of men more that 57 people, or 39 percent, and women 51 or 34.9 percent. The difference is not so much; however, prove that the batik business is a business that promises so attractive men as a source of family income. According to Islam, men are required to provide maintenance to his Wife and his children, while the earnings of women as wives, if used to meet the needs of the family as Sunna nature worship. Of the respondents, educational level from elementary to college spreading can be seen in the following table.

Table 1.10  
 Education Levels of Respondents

		Education			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	elementary school	37	25.3	25.3	25.3
	Junior High School	14	9.6	9.6	34.9
	Senior High School	6	4.1	4.1	39.0
	University	39	26.7	26.7	65.8
	Total	50	34.2	34.2	100.0
Total		146	100.0	100.0	

From the above table it can be seen that of the 109 respondents who filled out the last tinkat education, college educated respondents were the most in number that is 50 people or 34.2 per cent, followed by high school 39 people or 26.7 percent. Respondents were last education only up to basic education (primary and secondary) as many as 20 or 13, 7 percent. This composition is very interesting because most of the entrepreneurs had high school education and college, when they formed community groups batik, better educated they can share knowledge and technology to the less

educated, while most respondents have primary education are those who have experienced continue the legacy of ancestors effort, could share the experience to new entrepreneurs.

From Table 5.5 it can be seen that the respondents who filled out the age of 144 people, two people do not fill the remaining life of the data. Based on the age group in mind that 68.5 percent of respondents fall into the age group between 31 to 50 years, which is in full swing work, and is usually in a state of stable / steady.

Table 1.11

## Age Group

		Age Group			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	19 - 30 years	12	8.2	8.3	8.3
	31 - 40 years	49	33.6	34.0	42.4
	41- 50 years	51	34.9	35.4	77.8
	50 - 60 years	23	15.8	16.0	93.8
	More than 60 years	9	6.2	6.3	100.0
	Total	144	98.6	100.0	
Missing	System	2	1.4		
Total		146	100.0		

The number of employees can be seen from the following table.

Table 1.12

## number of employees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 -10 people	79	54.1	68.7	68.7
	11 - 20 people	20	13.7	17.4	86.1
	21 - 30 people	7	4.8	6.1	92.2
	31 - 40 people	3	2.1	2.6	94.8
	More than 40 people	6	4.1	5.2	100.0
	Total	115	78.8	100.0	
Missing	System	31	21.2		
Total		146	100.0		

From the above table it can be seen that the number of employees from 1 to 10 people occupying the highest number of 79 companies, or 54.1 percent, followed by the number of employees between 11-20 people as many as 20 companies. So companies that have a number of employees 1-20

People numbering 99 people or 67.8 percent. The size of the company when seen from the number of employees, the majority of enterprises is micro enterprises with number of employees less than 20 people. The size of the companies seen of capital can be seen in the following table.

Table 1.13  
 Type of business

		type of business			
		Frequency	Percent	Valid Percent	Cumulative Percent
		7	4.8	4.8	4.8
1		75	51.4	51.4	56.2
Valid 2		57	39.0	39.0	95.2
3		7	4.8	4.8	100.0
Total		146	100.0	100.0	

## CONCLUSIONS AND SUGGESTIONS

### Conclusions

1. The effect of the government's role to competitive advantage, either directly or indirectly through a strategy of cost leadership and differentiation strategies influence obtained a total of 0.41.
2. The effect of entrepreneurship on competitive advantage, either directly or indirectly through a strategy of cost leadership and differentiation strategies obtained total effect of 0.37.
3. Influence of resources on competitive advantage, either directly or indirectly through a strategy of cost leadership and differentiation strategies obtained total effect of 0.28.
4. Cost leadership strategies directly affect the competitive edge with path coefficient of 0.38.
5. Differentiation strategies directly affect the competitive edge with path coefficients at 0.17.

### Suggestion

**For Academics in the Context of Development Science Strategic Management and Community Services.** The results of this study can be a reference for further research both quantitative approach to menelitan other variables that affect the cost leadership strategy and competitive strategy, and the competitive advantage that is not covered in this study or re-study the same variables with the study for make broader generalizations of the generalization of this study is confined to the MSE Batik in Yogyakarta which consists of the city of Yogyakarta, Sleman regency, Kulon Progo, Bantul and Gunung Kidul and Surakarta to take the District Laweyan yan MSE batik population at most.

Moreover, it can also be developed into a qualitative and experimental research related to the role of government, resources, entrepreneur-ship, the cost leadership strategy and competitive strategy to achieve competitive advantage MSE batik. Quantitative research is very limited, if supported by qualitative research and experimentation, the results of the study will be more comprehensive in order to form a model of the competitive advantage of SMEs batik.

Experimental studies in order to improve resource uniqueness of batik as a source of competitive advantage can be performed to obtain patents and increase the production of natural dyes natural dyes that do not depend on the MSE batik synthetic dyes from imported products that are more expensive and difficult to make batik achieve competitive advantage against similar products or product substitution batik batik, batik is a non textile products. In addition, experimental studies can also be performed for batik waste treatment to be safe for the environment, thanks if waste can be utilized.

The academics can perform community service through the development of the batik SMEs and encourage the government to work together as a triple helix increases the creative economy through the development of batik SMEs in order to play better in improving the local economy.

**For the MSE Batik Practitioners.** To improve competitiveness and achieve competitive advantage, batik SMEs need to improve entrepreneurial capacity and resources. MSE batik can form their own cooperatives both cooperative services, to gain greater access to capital, consumer cooperatives to gain access to cheaper raw materials, and cooperative manufacturers to improve product marketing batik and expand market orientation not only the domestic market, but for export market . If the cooperative has been formed, cooperative batik SMEs can cooperate with universities and government to gain access to various resources such as enhancement, management, expansion into overseas markets, batik waste treatment, and so on.

**For the Government.** The results of this study can serve as an input for the government to increase its role as a facilitator, catalyst, advocate, motivator and regulator in creating a conducive environment for the development of SMEs batik as part of local economic development.

The role of government has the greatest influence on batik competitive advantage, either direct or indirect effect and total effect. It can be used by the government to make the MSE batik as a unique resource that is becoming one of the sources of competitive advantage by nurturing and empowering local batik SMEs are more instensif.

**To Society.** Community can participate in developing and marketing the product quality of batik with batik SMEs provide input to what the community wants and expectations of batik products, so that it continues to grow batik as an intangible cultural icon and creativity of the people of Indonesia that has been recognized worldwide

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## **SIMULTANEITY OF FINANCIAL DECISION IN ISX 2005-2010: TWO STAGE LEAST SQUARE METHOD**

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### **Abstract**

This research was to know is there is interdependence and *substitutability Effect* of five financial policies as Ownership Structure, Risk on business, Financial Decision, Dividend Policy, Institutional Ownership and Firm Value at Indonesian deep monitoring *agency conflict* mechanism. This observational object is enrolled manufacturing firms at Indonesian Stock Exchange, base purposive sampling was found by sample as much 51 firms from 2005 until 2010. Analysis's tool that is utilized is Simultaneous equation as *Two Stage Least Square* to see how interdependence corporate financial policy. This empirical result are: 1 ). There is interdependence among Ownership Structure, Risk on business, Financial Decision, Dividend Policy, Institutional Ownership and Firm Value at Indonesian deep monitoring *agency conflict* mechanism 2 ). There is substitution relationship among Insider Ownership and Dividend Policy, Insider Ownership and Institutional Ownership, Dividend and Debt Policy, Debt Policy and Firm Value, Institutional Ownership and Dividend Policy, Dividend Policy and Risk Policy.

**Keyword:** ownership structure, dividend policy, debt policy, risk, tobin ' s q

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### **INTRODUCTION**

Every company has a shared objective, which is maximizing the value of the company and its shareholders. In order to achieve that objective, the financial managers are faced with three financial decisions: investment decisions, financing decisions, and decisions regarding the distribution of profits in the form of dividends. These three decisions are interrelated and every decision made will affect the others or, in other words, every decision made is interdependent. (Van Horne 2004)

The agency theory clearly relates the decision of dividends distribution and company financial decisions. If a company's decision of dividends distribution is based on a monitoring mechanism as proposed by Easterbrook (1984), the decision of dividends distribution and capital structure should be decided simultaneously. A study by Noronha et al. (1996, in Xiaoming & Victor (2010)) also supports this finding, that is, the decision of the selection of capital structure and dividends are interdependent or simultaneous when the distribution of dividends to shareholders is necessary to reduce the agency cost.

A study by Xiaoming & Victor (2010) about the simultaneity of financial decision-making in companies in the UK found evidence that the selection of capital

structure and dividends simultaneously influential, and that the dividends distribution decisions taken are greater on the interest of minority shareholders. Other findings are that insider ownership, stock returns, growth, total assets, and the volatility of operating income also affect capital structure decisions (leverage) and dividends significantly. This result is supported by Gugler's study (2003) on Australia companies, as well as by a study by Fitr and Mamduh (2004) and one by Harjito (2007) on the Malaysian capital market.

## Literature Review

**The Agency Theory.** The separation between the status of the owner and manager of the company poses a problem commonly referred to as agency problems, which occur between the owner of the company or its shareholders on one side and the management on the other. (Jensen, 1976)

**Substitutional relationship between insider ownership, debt policy, and dividends.** Related empirical studies on the mechanisms in monitoring agency conflict have been done. Evidence was found that there is a relationship between the variables of such mechanisms. Substitutional relationship suggests that if a mechanism becomes effective, then other mechanisms do not work anymore. The relationship between insider ownership and dividends decisions can be found in both substitutional and complementary relationship (Miguel, et al.: 2005, in Harjito: 2007).

**Prior Studies.** Chrutcley, Jensen, Jehera, and Raymond (1999) found evidence of a substitutional effect between insider ownership and institutional ownership on the mechanisms in monitoring agency conflict. The study by Xiaoming & Victor (2010) on the simultaneity of financial decision-making found empirical evidence that the selection of capital structure and dividends policy has simultaneous effects, and that the decisions taken are greater on the interest of minority shareholders. The dependent variable used is the dividend payout ratio (POR) and the equity ratio (EQR).

Jensen, Solberg, and Zorn (1992) stated that the financial policy and insider ownership are interdependent; more specifically, insider ownership has a negative effect on the company's debt and dividend levels. Chen and Steiner (1999) found that there is a substitutional effect between managerial ownership and debt, as well as between managerial ownership and dividends. Tandelilin and Wilberforce (2002) observed the relationship between insider ownership, debt, and dividends using simultaneous models. This study focuses on whether there is a substitutional effect between debt, dividends, and insider ownership in an attempt to control the agency problems. The results show high levels of debt that will replace insider ownership in reducing conflicts between the external stockholders and the managers.

## RESEARCH METHOD

This research was conducted at manufacturing companies listed on the Indonesian Stock Exchange from 2005 to 2010. The selection of samples was done through purposive sampling method. Within 2005-2010 there were 420 companies listed on the Indonesian Stock Exchange (BEI). Of the 420 companies, a sample of 193 manufacturing companies was selected, and of that number 142 companies were

excluded from the sample due to incomplete data. Thus, the final sample was 51 companies.

The models of this study are as follows:

a. Debt equation:

$$DEBT = \alpha_1 + \beta_1 INSD + \beta_2 DPR + \beta_3 FASET + \beta_4 RISK + \beta_5 INST + \beta_6 Q + e_i$$

b. Insider ownership equation:

$$INSD = \alpha_2 + \beta_7 DEBT + \beta_8 DPR + \beta_9 INST + \beta_{10} RISK + \beta_{11} SIZE + \beta_{12} Q + e_i$$

c. Dividends equation:

$$DPR = \alpha_3 + \beta_{11} INSD + \beta_{12} DEBT + \beta_{13} GROWTH + \beta_{14} PROFIT + \beta_{15} RISK + e_i$$

d. Institutional Ownership

$$INST = \alpha_4 + \beta_{16} INSD + \beta_{17} DEBT + \beta_{18} DPR + \beta_{19} ROA + \beta_{20} RISK + \beta_{21} Q + e_i$$

e. Risk equation

$$RISK = \alpha_5 + \beta_{22} INSD + \beta_{23} DEBT + \beta_{24} DPR + \beta_{25} ROA + \beta_{26} RISK + \beta_{27} Q + e_i$$

f. Firm value equation:

$$TOBIN = \alpha_6 + \beta_{28} INSD + \beta_{29} DEBT + \beta_{30} DPR + \beta_{31} SIZE + \beta_{32} ROA + \beta_{33} RISK + e_i$$

## RESULTS AND DISCUSSION

### A. Descriptive Statistic and Regression Analysis by two stage least square

Table 1  
 Descriptif Statistic

	INSID	DEBT	DPR	INST	RISK	TOBIN Q
Mean	0,7520	0,6632	33,6679	0,2391	0,1170	13,5841
Maks	0,9800	20,307	239,150	0,943	0,957	16,571
Min	0,1416	0,0114	0,0100	0,0000	-0,7980	9,3648
SD	0,1633	1,1911	25,9943	0,1630	0,3340	1,1606
Observasi	306	306	306	306	306	306
	ROA	FASSET	SIZE	GROWTH		
Mean	0,1375	0,3414	1,3598	-0,1515		
Maks	0,943	4,056	4,183	0,925		
Min	-0,0038	0,0390	0,0763	-9,1506		
SD	0,1258	0,2799	0,6016	0,6541		
Observasi	306	306	306	306		

Sumber: hasil regresi 2SLS, diolah (2012)

Table 2  
 Two Stage Least Square

Independen	INSID	DEBT	DPR	RISK	INST	TOBIN Q
INSID		(+) 1,5317**	(-) - 29,5933***	(+) 4,4301** *	(-) - 1,1517** *	(+) 0,3803
DEBT	(+) 0,0207** *		(+) 3,3251**	(-) -0,0271	(+) 0,0216** *	(-) - 2,3488** *
DPR	(-) -0,0004*	(-) -0,1143**		(-) 0,1606** *	(+) 0,0012** *	(-) - 0,0198** *
RISK	(+) 0,1679	(+) 7,3134	(+) 1105***		(+) 0,3577** *	(-) -5,450***
INST	(-) - 1,1098** *	(-) -2,243	(-) - 147,274***	(+) 5,6299** *		(-) -0,1441
TOBIN Q	(+) 0,0017	(-) - 2,0255** *	(+) 3,0032	(-) - 0,3779** *	(+) 0,0134** *	
ROA			(+) 165,0378** *	(-) - 2,3529** *	(+) 0,0393** *	
SIZE	(-) -0,0019**					(-) -0,0230
FASSET		(-) -0,1470				
GROWTH			(-) -0,2110			

Note:

\*\*\*significant 1%

\*\* significant 5%

\*significant 10%

## B. Analysis and Discussion

**Discussion of Insider Ownership Equation (INSID).** Debt has a positive and significant correlation with insider ownership. The results of this study support the study by Fitr&Mamduh (2004) and Ambarwati&Hikmah (2010) that the higher the debt, the better can it increase inside ownership and reduce the company's need for external capital. However, this study does not support the finding of Harjito (2007).

Dividend policy (DPR) shows a negative and significant relationship to insider ownership. It indicates the substitutional relationship between DPR and insider ownership in reducing agency conflict. Dividend policy is usually used to reduce the company's free cash that would restrict insiders attempt at cheating, so that insider ownership tends to decrease. This study does not support the finding of Fitr&Mamduh (2004) and Ambarwati&Hikmah (2010), but supports that of Chen and Steiner (1999).

Firm risk shows a positive and significant relationship with insider ownership. It indicates that the higher the risk, the higher the insider ownership, because insider ownership can reduce agency conflicts, thereby reducing the risks that may occur or, in other words, this type of investor is a risk-taker. This finding is not in line with the result of study by Fitr&Mamduh (2004). Institutional Ownership (INST) shows a negative and significant relationship to insider ownership, meaning that it shows the substitutional relationship between institutional ownership and insider ownership in reducing agency conflict. This study supports the result of study by Fitr&Mamduh (2004) and Harjito (2007), but is not in line with the study by Ambarwati&Hikmah (2010).

**Discussion of Risk Equation (Risk).** Debt has a negative and insignificant relationship with risk. The results of this study do not support the study by Fitr&Mamduh (2004). The higher the risk, the lower the use of debt to avoid the risk of bankruptcy due to fixed interest expense. Although not significant, the direction is in line with the hypothesis. This study also does not support the result of study by Chen and Steiner (1999). Dividend policy (DPR) shows a negative and significant relationship to risk, meaning that the higher risk of the company, the lower the ability of the company in paying the dividends. This study supports the result of study by Fitr&Mamduh (2004) and Chen & Steiner (1999).

Institutional Ownership (INST) shows a positive and significant relationship with risk. The direction of this relationship is not in line with the hypothesis because the higher the risk, the higher the institutional ownership, because institutional ownership can add external controls that are expected to reduce the risk. This study does not support the result of study by Fitr&Mamduh (2004) and Crutchley, et al. (1999). Insider ownership has a significant and positive relationship with risk, which is not in line with the hypothesis which indicates a negative relationship. This may be because the higher insider ownership, the higher the firm risk due to lack of control from external parties. This type of investors is risk-taker. This study does not support the result of study by Fitr&Mamduh (2004).

The firm value has a significant negative relationship with risk. This result is not as hypothesized and has a negative relation, probably because the higher performance of the company, the lower risks faced by the company, as the company's business risks can be prevented. This study is in line with the finding of Servaes (2007).

**Discussion of Debt Equation (DEBT).** Insider ownership has a positive and significant relationship with debt policy. This finding fits the hypothesis and supports the finding of Fitr&Mamduh (2004) and Ambarwati&Hikmah (2010) that the higher the debt, the better can it increase inside ownership and reduce the need for external capital. Dividend policy (DPR) shows a negative and significant relationship with debt policy, indicating the substitutional relationship between DPR and debt policy in reducing agency conflict. This significantly negative relationship shows that increasing dividends will reduce the use of debt available in the company. This study supports the result of

study by Ambarwati&Hikmah (2010), but is not in line with the study by Fitri&Mamduh (2004).

Firm risk shows a positive and insignificant relationship with debt policy. This positive direction is in line with the hypothesis, while not significant, which means that the higher the firm risk, the greater the use of debt and vice versa. This finding is in line with that of Fitri&Mamduh (2004). Institutional Ownership (INST) shows negative and significant relationship with debt policy, meaning that the direction of the relationship is in line with the hypothesis. This indicates the higher institutional ownership, the lower the need for external equity. This study does not support the result of study by Fitri&Mamduh (2004). Firm value shows a significant negative relation with debt policy, meaning that if the company's performance is high, the possibility is that the use of debt will tend to decline because it was able to finance the retained earnings of the company. This finding is consistent with that of Ambarwati&Hikmah (2010).

**Discussion of Dividend Policy Ratio (DPR).** Debt has a positive and significant relationship with dividend policy. The result of this study supports the finding of Fitri&Mamduh (2004) that the higher the debt, the more it can improve the performance of the company, and consequently, the ability of the company to pay dividends. Insider ownership (INSO) shows a negative and significant relationship with dividend policy, meaning that there is a substitutive relationship between DPR and insider ownership in reducing agency conflict. Dividend policy is usually used to reduce the company's cash so that it would restrict insiders from cheating, thus, insider ownership tends to decrease. This study does not support the finding of study by Fitri&Mamduh (2004) but supports that of Ambarwati&Hikmah (2010).

Firm risk shows a significant positive relationship to dividend policy. This direction does not support the hypothesis, because the higher the risk, the greater the return so that the company's ability to pay dividends increases as well. This study does not support the finding of Fitri&Mamduh (2004). Institutional Ownership (INST) shows a negative and significant relationship to the dividend policy, meaning that there is a substitutive relationship between institutional ownership and dividend policy in reducing agency conflict. This study does not support the result of study by Fitri&Mamduh (2004) and Tandelilin&Wilberorce (2002). Firm value (Q) shows an insignificant positive relationship with dividend policy, confirming the direction of the hypothesis. It means the better the firm value, the higher the ability to pay dividends.

**Discussion of Firm Value Equation (Tobin's Q).** Debt has a negative and significant relationship with firm value, indicating that the direction is opposite to the hypothesis. This may be because the use of high debt without good management will not increase firm value. The result of this study does not support that of Servaes (2007). Dividend policy (DPR) shows a negative and significant relationship with the Q, meaning that the higher the income, the smaller the dividend payout ratio, resulting in the decline of long-term company performance. This study does not support the result of study by Servaes (2007).

Insider ownership shows positive and insignificant relationship with the Q, as shown in the hypothesis. This means the higher insider ownership, the more the agency conflict can be reduced so that the company's performance tends to be better. Institutional Ownership (INST) shows negative and insignificant relationship with the Q, as hypothesized, which means the greater institutional ownership, the more it can

reduce the use of external equity and the better the company performance. The risk of having a significant negative correlation with the Q means that the higher the firm risk, the lower the company performance. This study is not consistent with that of Servaes (2007).

**Discussion of Institutional Ownership Equation (INST).** Debt has a positive and significant relationship with institutional ownership. The result of this study supports that of Fitr&Mamduh (2004) and Crutcheley, et al. (1999) that the higher the debt, the stricter the monitoring, the more careful the manager so as to encourage institutional ownership for investors. Dividend policy (DPR) shows a significant positive relationship with institutional ownership, not indicating a substitutional relationship between DPR and institutional ownership in reducing agency conflict. High dividend policy indicates stability of the company, which will encourage institutions to invest. This study does not support the result of studies by Fitr&Mamduh (2004), Crutcheley, et al. (1999), and Tandelilin (2002).

Insider Ownership (INSD) shows a significant negative relationship with institutional ownership, indicating a substitutional relationship between institutional ownership and insider ownership in reducing agency conflict. This study supports the result of studies by Fitr&Mamduh (2004), Crutcheley, et al. (1999), and Tandelilin (2002). Firm risk shows a significant positive relationship with institutional ownership, a direction that does not fall in line with the hypothesis that the effect is negative. It indicates risk-taking investors, that the riskier the company, the higher the expected return. This study does not support the result of studies by Fitr&Mamduh (2004) and Crutcheley, et al. (1999).

Firm value (Q) shows a significant positive relationship with institutional ownership, which is not consistent with the hypothesis. This may be because great company's performance will encourage institutional ownership, as a performance indicates the company's prospects in the future. This study supports the finding of Servaes (2007). This study found a substitutional relationship between insider ownership and dividend policy, insider policy and institutional ownership, dividend policy and debt, firm value and debt policy, institutional policy and dividend policy, as well as dividend policy and risk. There is no substitutional relationship between ownership structure and debt policy, risk and firm value.

## CONCLUSIONS AND RECOMMENDATIONS

This study was aimed at proving the interdependence between insider ownership, debt policy, dividend policy, firm risk and value, as well as institutional ownership. Overall, from all of the six models studied, empirical evidence has been produced that there is interdependence between insider ownership, debt policy, dividend policy, firm risk and value, as well as institutional ownership, though not entirely. The study also examined the substitutional relationship among the various policies implemented by the company in the mechanisms of agency conflict monitoring, and has found empirical evidence that there is a substitutional relationship between insider ownership and dividend policy, insider policy and institutional ownership, dividend policy and debt, debt policy and firm value, institutional policy and dividend policy, as

well as dividend policy and risk. It has not found a substitutional relationship between ownership structure and debt policy, as well as firm risk and value.

Other researchers may develop this research with the addition of variables relevant to this study, to support previous empirical research findings. Because it was found that ownership structure has no substitutional relationship with the debt, the decisions taken in the agency conflict monitoring mechanism should be carried out simultaneously, therefore creating the need to consider which policy to select so that agency conflict can be reduced.

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## **THE PERSPECTIVE OF TAHU BUSINESS DEVELOPMENT IN CIPETE SELATAN AND TEGAL PARANG, JAKARTA SELATAN**

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### **Abstract**

Cottage industries are increasingly prevalent in the community because the community can support the economy, in order to improve the standard of living better. One of these is a cottage industry making business idea. The potential for this cottage industry needs to be supported by the government's growing creativity and innovation in their business development. The research method used was a survey, SWOT analysis and focus group discussions. The object of research is the entrepreneurs know that there are in the area Cipete Selatan and Tegal Parang, Jakarta Selatan, basically a lot of opportunities while diversification can be done by the entrepreneur. Opportunities could include waste pengolahan of the production process into other products that can be used for consumption by the public, such as nata de soya, bean curd, oncom and biogas. So far, because of the limitations of their knowledge and abilities, the waste is only used as animal feed only. In the second year the researchers conducted the training and guidance by means of, among others, to invite the object of study to know the milk Lembang Bandung to directly follow the direction and guidance of the experts there. It is expected that after they attend the training, there is a desire to expand its business, but after the guidance they apparently no desire to expand its business, because they had had enough with the current situation.

**Keywords:** *The housing industry, development, training, Business, Introduction to Technology and Perspective*

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### **INTRODUCTION**

Home industries are increasingly considerable in the community because it can support their economic life, in order to improve the living standard to the better one. Therefore, these home industries must be supported by the government in order to make it more creative and inovative. One kind of these home industries that is cultivated by the people is the making of "Tahu", since "Tahu" is the staple foods of Indonesian, and it is loved by the people in upper and lower class.

Looking on the preceeding researches which already held in Kelurahan Cipete Selatan and Kelurahan Tegal Parang Jakarta Selatan only focus on the process of making "Tahu", while basically there are so many oppurtinities of product diversification that can be done by the businessman. It can be such as recycling the waste into a good things that can be used by the people, for example nata de soya, kembang tahu, and biogas. Among this time, because of their limitness of knowledge and abilities, the waste only used as forage. In order to motivate them in developing their bussiness, the researchers did a research that included a training and guidance by inviting the research's object to "Tahu Susu Lembang Bandung", besides that the researcher give an informally training by visiting them at work.

Hoping after they get more knowledge, it can change their perspective of making "Tahu in order to develop their business.

#### **Research's Problems**

1. Their lack of knowledge in managing and developing their business.
2. Traditional technology still exist

#### **Research's Objects**

1. Providing any business development training in order to make their business becoming better and more competitive.
2. Giving any training and guidance whether in theoretically or practically, in "Tahu Susu Lembang Bandung", directly.

### **Literature**

#### **Training**

1. Definition of Training. *Training* refers to the methods that is used to provide any skills required by the employees to do a good job. According to Pearl S. Panggabean (2004: 41) *Training* is "A method that is used to provide or improve any skills that required to do the job now".
2. Purpose of the Training. According to Pearl S. Panggabean (2004: 41), the purpose of the training is as follows: Providing any skills and knowledge required by the employees; Improving the morales; Improving the employee's performance; Supporting the employees in dealing with the changes, such as the changes in organizational structure, technology, or human resources; Improving the employees' career; Improving the feedback which is accepted by the employees.
3. Objectives of training. According to Edi Sutrisno (2011: 69) the training target is: Improving the works' productivity; Improving the work's quality; Improving the accuracy in Human Resources planning; Improve the morales; Maintaining the health and safety; and Supporting personal growth.

**Business Development.** Until now, restrictions on small businesses still different depending on the focus of the problem, respectively. According to Steinhoff and John F. Burgess (1993: 14) that "Small business has been defined in different ways by different organizations and agencies". Small businesses have been defined in different ways depending on the interests of the organization".

Many concepts explained by the economists about how to get success on business in maintaining their existence dynamically. In many concepts of competitive strategy in a business said that a success of a business is depending on the manager's ability. According to Albert Wijaya (1993) on the theory of "resources based strategy", explained that if the company want to get the benefits continuously, that is by reaching all the competitors in the industry involved, the company must give a priority to the great internal capability, which is not transparent, difficult to be imitated or diverted by the competitors and give a great long-term competitiveness that exceed the demands of today's powerful on the market and the volatile external situation.

**Management.** Management is a form of working with people whether personally or in group to achieve a goal. Management has the same goal of achieving an organization's goals. Management is derived from a word "manage" which means " a process, or away, or managing an actions by employing the others" (Big Indonesian Dictionary, 1999: 470). According to Pearl S. Panggabean (2004: 13) in the context of

management, control or management can be defined as a series of activities which including planning, organizing, leadership, and controlling the activities of human resources and other resources to achieve a purpose efficiently.

**Appropriate Technology.** Nowadays, the market developments which are moving into a very competitive and increasingly complex business competition and tight in the community make a new challenges for the organization / company. Therefore, the speed of getting an information technology is becoming an important factor in growing a competitive value of a company or organization. To handle these problems, the company leaders really need a solution that can help them to see the overall picture of their business (comprehensive) and real-time, in the sense of what they see in the report is completely describe the current condition of the actual company now, not one week ago, one day ago, or even one hour ago, so the role of technology becomes very important in the business, the entrepreneurs can use the right technology to help them in improving the efficiency, sharpening the response, and finally is be able to produce a competitive value for the company.

**The framework.** The framework of this research as follows:

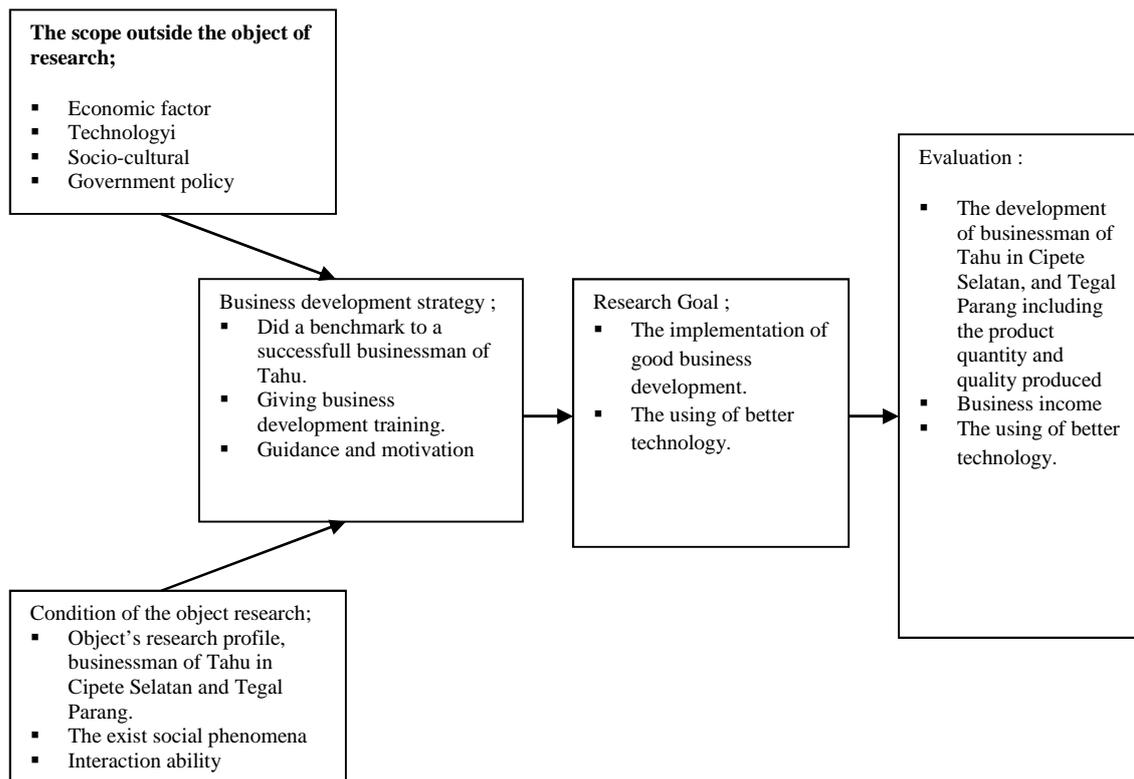


Figure 1. The Framework

## METHODS

**Research Area.** This research held in Kelurahan Cipete Selatan and Kelurahan Tegal Parang. Starting from January till December 2014.

**Research Methods.** The method used in this research is a survey method. The researchers did a preliminary survey to identify the number of entrepreneurs of Tahu in the area. There are ten entrepreneurs, and sampled by 6 entrepreneurs.

**Data Collection Methods.** Interview is a process for getting relevant information in order to get the research goals by doing an interview between the respondent or parties that related to the research.

The document is a data that used to get information held in the past. Therefore, the researchers need to have a theoretical sensitivity to interpret all the documents so they will turn to be meaningful stuffs.

**Sample of the Research.** In this research there are six entrepreneurs of Tahu are used as sample, in Kelurahan Cipete Selatan and Kelurahan Tegal Parang Jakarta Selatan. They are: Mr. Madanih; Mrs. Jamilah; Mr. Tarman; Mr. Ahmad; Mr. Suprpto; and Mr. Tarno

**Data Analysis.** The purpose of data analysis is to arrange the data in a meaningful way so it can be understood. To facilitate the analysis, the used methods are:

1. **FGD (Focus Group Discussion).** Used to analyze the data research through a discussions in focus, well known as FGD (Focus Group Discussion) is an attempt to find the meaning of an issue by a group of people to avoid a wrong meaning of the issue by a researcher. FGD is not a discussion group or chat interview.
2. **SWOT.** SWOT analysis is a balancing analysis between the company's internal analysis that includes an assessment of the strength factors (strengths) and weaknesses (weakness), with external analysis of the company which includes opportunity factor (opportunities) and threats (treatment). This method is simple and direct way in its use, but it can also provide a comprehensive and accurate analysis of a research undertaken. SWOT analysis can be applied by analyzing and sorting anything that affect all factors, then apply it in the SWOT matrix image, where the application is how the power (strengths) are able to take advantage (Advantage) from the chance / opportunity (opportunities) that exist, how to cope the weakness (weakness) that prevents the profit (advantage) from the chances (opportunities) that exist, then how strengths (strengths) are able to deal with the threat (treatment) that exist. And the last, how to overcome weakness (weakness) that capable to make any threats (treatment) to be real, or create a new threat.

## RESULTS

**Trip to Tahu Susu Lembang Bandung.** Trip to Tahu Susu Leambang Bandung has already held on on Tuesday, June 17, 2014 by inviting six (6) employers from Cipete Selatan and Kelurahan Tegal Parang.

The trip to Tahu Susu Leambang Bandung already highly motivated the entrepreneurs of Tahu to expand its business whether from the processing techniques of Tahu or the products produced. They are very interested in the concept in marketing techniques made by the management of Tahu Susu Lembang, so that Tahu Susu Lembang besides used as a place to buy Tahu, it can also be used as tourist spot where the visitors can see the process of making Tahu Susu directly.

**Profile of Tahu Susu Lembang.** Tahu Susu Lembang is a family culinary tourism area which incorporated in Corporate PRICE CUT THE BIG GROUP. Which is in running the daily operations, Tahu Susu Lembang works independently, however Tahu Susu Lembang still supervised by the Corporate. Tahu Susu Lembang is designed transparantly, it means that the consumer can see the process of making Tahu directly. The time spent to make Tahu Susu Lembang is about seven hours. Tahu Susu Lembang has a favourite product that is Tahu Susu, these Tahu susu are made in 5 variants, they are in form of Tahu Goreng, tahu buntel, takus panjang, takus kotak dan takus kasur that are sold in a raw state. Tahu Susu Lembang culinary area not only provide a beautiful view, but also offers an outdoor activities in an area of 2 ha.

1. Training and Guidance Materials from Tahu Susu Lembang.
  - a. Review to the place of Tahu manufacture. The participants see the process of making Tahu Susu Lembang directly starts from raw materials and equipment used, and the way of production process from the beginning till the Tahu is ready to be marketed.
  - b. Given a guidance and management of business development whether in terms of marketing and human resources that are used. Participants are given the opportunity to do an interview.

## EVALUATION

After visiting Tahu Susu Lembang, researchers did an evaluation and guidance about their Tahu business development. The result is the employer of Tahu is not willing to develop their business because some of these obstacles, such as the lack of labor required and there is no one from their family want to continue the business, marketing of the products, and the business area that is not conducive. They think it is already enough for what they get now and it will run as usual

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## ISLAMIC ECONOMIC SYSTEM FOR DEVELOPMENT AREA (STUDY OF AGRICULTURE AND TRADE)

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### Abstract

This study aims to formulate the concept of Islamic economics to solve the problems of poverty and income inequality. The research method used was a qualitative method. The collection techniques of data used were observation, interviews, direct participation and search through the library of data in the form of books, print and electronic media. The results Showed that agriculture and trade in an effort to Overcome poverty. Murabaha concept can be one of the unemployed group cooperation and guidance in doing business. Another important effort is the mental coaching and motivation and a strong will and the cooperation of all parties so that the Efforts were made to give effect to increasing in revenue that come out of poverty and unemployment.

**Keywords:** *agriculture, trade, poverty*

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### INTRODUCTION

Religion has values of emancipation inherently, because religion has established itself as a driver of change in the history. In the Indonesian context, a delay which means poverty is a challenge that must be addressed with the participation and religious alignments, because of the composition of Indonesian society is known as a religious community. However, significant untapped potential to free people from a variety of problems

According to data obtained from Press Release No. 45/07 / Th.XIII, July 1, 2010 that the reduction in the number and percentage of poor people during the period March 2009-March 2010 seems to be related to the following factors: 1) Inflation was relatively low; 2) The average daily wage laborers and peasants 3.27% 3.86% construction workers; 3) Rice production in 2010 reached 65.15 million tons of paddy; 4) Most poor people work in the agricultural sector; and 5) The Indonesian economy first quarter of 2010 grew by 5.7% against the first quarter of 2009, while household consumption expenditure increased by 3.9% in the same period.

Gross inequality in income distribution (which included economic inequality) of the poverty level (percent of total population living below the poverty line) are two major problems in many LDCs, not least in indonesia. Said to be large, because if these two issues are left to drag on or get worse, it will eventually lead to political and social consequences are very serious (Tulus, 2003: 34). Turmoil of social life is strongly influenced by the level of social welfare that occurs when economic inequality, it is possible the vulnerability.

The problem mentioned above is the problem of poverty in Indonesia, another case with Nobel laureate Prof. Norway October 13, 2006 Muhammad Yunus (2007: 14) a hard struggle for 30 years with one of Philosophical Reflection Analysis of Poverty and Human Rights.

Islamic Economic System that can provide solutions to all the problems of life, offers a number of formats poverty and income inequality. Islamic Economics aims to study the human victory to be good, which is achieved through the organization of natural resources based on cooperation and participation as stated by Akhram Khan in Muhammad (2004: 34) that: "Islamic Economics aims to the study of human *falah* (well being ) Achieved by organizing the resources of the earth on the basis of cooperation and participation ".

The fact suggests that the problems and natural resources, man-made resources, and human resources each district / city is different from each other. The difference in the potential of these resources can be a cause of the development gap in each region, especially with the strengthening of regional egoism has encouraged more area to look into. Based on the background of the research problem above issues include: the concept of Islamic economics in addressing poverty and income inequality and efforts to be made in developing the business model of agriculture and trade.

## METHODOLOGY

Locations used in the study of Aloe Vera Plant Agriculture at Pasir Muncang - Ciawi, and in Cinagara Sempur - Caringin, Palangon - Cijeruk, and Vegetable Secin, Pok Cai, Cauliflower in Tajur Halang - Cijeruk Bogor. As for Ink Refill trade in East Cilendek - West Bogor, Garment in Cimanggu - Tanah Sareal, bubur Cianjur in Bantar Jati - Central Bogor in Bogor City, and Baso Malang in Bilabong - Kemang, Bogor. The reasons for selecting these locations as a test site because the majority of the Moslem community and economic conditions of low or relatively poor. While their place of many natural resources such as vacant land. Human resource potential in the area varied there are graduates of formal education (high school, D3, and S1) but have not been able to improve the local economy. Agriculture can be a job for the residents in the region.

The data used in this research process is the primary data and secondary data. Primary data is information collected directly from the source, results from interviews, observations, and participate directly with farmers and traders as well as a team of field extension. Secondary data is data obtained by means of literature study, which is done by reviewing and understanding the information according to the subject matter covered.

Instruments used for the data *mengumpulkan* to prepare a list of questions, samples and materials that will be asked outreach workers, farmers and traders. Another instrument used for ongoing research activities include: 1 Table of information, namely the development of the periodic table are used throughout the study as a medium for writing the information obtained during the course of the study. 2 digital cameras, as a documentation tool important events during the study. 3. Notebook, as the recording medium while from the information obtained. 4. stick, used as a data storage medium.

After the data collected and then reviewed and analyzed for the discussion set forth in the form of an easy construction. Analysis of the data used in this study is qualitative deskriptir. In addition, the authors also conducted a comparative analysis of the research object is related to the difference in income between before and after the experiment. The experiments referred to in this research is the venture capital assistance to farmers and traders.

The object of study in this study are the ones who do not have jobs named idle. They were given help to try to fit their abilities and interests have. Among them are some who have an interest in farming and trade. Furthermore, they are given financial aid to increase the family income. Capital assistance for people who are interested in agriculture: farming eels and planted spinach, sweet corn, and others. As for people who are interested in trading capital assistance to sell cartridges.

### Al-Kasb

**Al-Kasb (work).** Working means physical exertion or thought undertaken to obtain financial rewards. This includes all forms of work, whether done by hand or with intelligence. Imam Syaibani in Azra (2010: 137) defines Al-Kasb (work) as a search for the acquisition of property through lawful means. Based on such understanding then any property acquisition in a way that is not kosher does not belong to the category of al-kasb (work). Given the importance of work to acquire wealth as well as work in producing wealth, the Qur'an gives tremendous pressure to it. It is very clearly stated in the letter of al-Najm verse 39:

وَأَنْ لَّيْسَ لِلْإِنْسَانِ إِلَّا مَا سَعَى

"Surely not get anything, except what has been cultivated"

The paragraph above explain that working hard is the only way to produce something of that nature. People can get to the success and progress on earth is dependent on effort. The more diligent in her work, the more revenue that it becomes a rich man. Prophet on many occasions has always appreciated the importance of labor and always appreciate the work of the workers and experts in a particular field of work. He once said:

حَدِيثُ أَبِي هُرَيْرَةَ رَضِيَ اللَّهُ عَنْهُ قَالَ: قَالَ رَسُولُ اللَّهِ صَلَّى اللَّهُ عَلَيْهِ وَسَلَّمَ "لَأَنْ يَحْتَطِبَ أَحَدُكُمْ حُزْمَةً عَلَى ظَهْرِهِ خَيْرٌ مِنْ أَنْ يَسْأَلَ أَحَدًا فَيُعْطِيَهُ أَوْ يَمْنَعَهُ." (أخرجه البخاري في كتاب البيوع)

Meaning: hadeeth of Abu Hurayrah may Allah he said: "The Prophet., Said;" Bundle of firewood on his back one among you indeed better than others she asked and he gave him or reject (request) ". (collected by al-Bukhari in the book of al-Buyu ).

Thus, stronger human body meant that he was indeed able to overcome all the difficulties of life. He was given the resilience and strength to be able to bear all the burden of suffering in the struggle to achieve success and victory (Afzalurrahman, 1997: 237) Looking for a living is part of the human task that has a position as worship. In the Qur'an al-Jumu'ah mailing letters / 62 verse 10 which reads as follows:

فَإِذَا قُضِيَتِ الصَّلَاةُ فَانْتَشِرُوا فِي الْأَرْضِ وَابْتَغُوا مِنْ فَضْلِ اللَّهِ وَاذْكُرُوا اللَّهَ كَثِيرًا لَعَلَّكُمْ تُفْلِحُونَ  
(الجمعة: 10)

Meaning: "If the prayer has been fulfilled, then Extend you on earth, and look for the gift of God and remember (dhikr) Allah as much as possible so that you are lucky."

Islam really appreciate the efficient workmanship and ordered that Muslims do all kinds of work efficiently and neatly. The factories are also encouraged to produce everything well, durable and neat. In general, the efficiency is highly dependent on the physical, mental, moral, education and skills of workers.

**Poverty.** Simon Kuznets found the existence of a relation between income inequality and capita income levels are interpreted as the evolution of income distribution in the process of transition from a rural economy to an urban economy, or of agricultural economics (traditional) to industrial economy (Modern): at the beginning of the development process , income inequality increase as a result of the process of urbanization and industrialization. But after that the higher the level of development or the end of the development process decreases inequality, namely during the urban industrial sector has been able to absorb most of which come from the rural (agricultural sector), or at the time of the smaller farms in the production and creation of income (Tulus, 2003: 86). These conditions affect the social conditions of the people in its various aspects. Poverty, hunger, and pain, always be the actual problem from time to time in developing countries, including Indonesia.

The Qur'an mentions the term poverty (maskanah) and derivative words, the poor (the poor) with masâkîn plural, as many as 25 times. The term indigence (al-Faqr) with the derivative words, namely Faqir along plural fuqara mentioned 12 times. Contextually, words poor and Faqir have the same meaning, that is, those who can not meet the minimum daily requirement. The difference is only meaningful if the poor material poverty, while poverty Faqir is a mental or work (Marthon, 2007: 123). Quran sometimes mentions people with dzu usrah, people who have difficulty.

The word "poor" is an adjective formed from the verb "Sakana" or "sakuna" which has the basic meaning silent or stay in place, while the word Faqir is the adjective formed from the word "iftaqara" which means the need. By combining these two terms, from the lexical approach, it can be seen that the poor are those whose wealth is not sufficient for a minimum of families, or those who are weak of its human resources so it can not settle the problem of life within the very minimum, namely: clothing, food, and board (An-Nabhani, 2009: 97). Poor people is a group of people who have not been able to meet their needs to the maximum so need help from others.

**Regional Economic Development.** Law no 22 of 1999 on Regional Government is the replacement for Law Number 5 of 1974 on the Principles of regional governance and Law No. 5 of 1979 on Village Government. Of Law No. 22 of 1999 can be seen one of the core implementation of the autonomous region is the presence of local governments the flexibility to organize their own government on the initiative, creativity, and active participation of the community in order to develop and promote the region. Allow local autonomy not only means implementing democracy in the bottom layer, but also encourage auto-activity to carry out what is important for the

environment itself. It must be realized that the basic underlying principle is regional otonommi democracy, equality, justice, and awareness of the pluralism of Indonesia.

**Economic Development.** The development process can be divided into 4 stages. Usually the fourth stage was set in a series that began at the time of the goal set by political leaders and translated into quantitative targets for growth, employment creation, income distribution, poverty reduction, and so on. Political leaders must set priorities for the purpose of directing the planners if there is some conflict of objectives. The result is a welfare function that provides a measure of whether the plan (and planners) will meet the national objective or not. The first is a welfare function that shows the rank (the sequence of destination), which makes the planners to perform judgment. The second phase is to measure the availability of scarce resources in during the planning period, for example: savings, foreign aid, government revenue, export revenue, trained manpower, and other third-lain. Tahap is to choose a variety of ways (activities and tools) that can be used to achieve national objectives. At this stage set of investment projects such as roads, irrigation networks, factories, medical centers were included in the national plan. The fourth stage is the implementation of the program.

**Islamic Economic System.** Economic systems differ with economics. If the economics are universal, not tied to a particular ideological outlook on life, then reverse the economic system. Therefore, economics is the science that discuss the production and improvement of quality of production, or creating the means of production and quality improvement. While the economic system is legal or views that discuss the distribution of wealth, ownership and how to manage it. Although it is not distinguished by the capitalist and socialist economists. Therefore, the Islamic economic system is different from capitalism and socialism. In this case, Islam has established principles of economic system, namely: a. Ownership (*al-milkiyyah* or ownership) b. Management and use of property (*tasharruf al-malkiyyah*) c. Distribution of wealth in society (*tawzi 'al-Amwal bayn an-nas*) (Hafidz, 2007: 217)

**Agriculture.** Agriculture is an important sector in the national economy. Agriculture has an important contribution to the economy, namely the contribution of products (product contribution) in its contribution to Gross Domestic Product (GDP) also contributed market (market contribution). Agriculture is also the sector that is capable of creating jobs (employment contribution) and bring in foreign exchange for the country (export earnings contribution). Other roles are in demand and supply of energy for humans. Said Dr. Ir. Apriyantono, MS (IPB Rector 2009)

The annual report of the World Bank (World Development Report / WDR 2008) recently published the theme of agriculture to development (Agriculture for the Development). The agricultural sector in the WDR is confirmed (again) can be used as instrumen fundamental to sustainable development (pro-growth) and reduce poverty (pro-poor). The report states that based on GDP growth of other sectors. This was based on the ability of the agricultural sector to absorb and create employment (pr-employment).

Agriculture is a way of life and the source of most people's life. Approximately 45% of our workforce depends on the primary agricultural sector. The role of the agricultural sector in the national economy during this often only seen through its contribution to GDP, employment creation, income generation and foreign exchange

earnings society. The new role of agriculture sector can now be placed within the framework of "3 F contribution in the economy", ie food (food), feed (fodder) and fuel (fuel). Agriculture of the role associated with the "food" is the agricultural sector as the leading sector in the development of food security. That is, the role of the agricultural sector largely determines the realization of human resources (HR) quality. Qualified human resources development should be supported by a quality animal food sufficiency as well. This shows that food security is no longer defined as the availability and adequacy of food availability but also accompanied with the adequacy of animal protein and other food in accordance with the desired food pattern (PPH). The livestock sector within the framework of agricultural development in the broadest sense has played a large role in creating high-quality animal food. (Arsyad, 1997: 9-13).

The role played by the agricultural sector, including aspects of food (food), feed (fodder) and fuel (fuel) showed that the existence of the agricultural sector has been able to create added value chain of the business comes from business fields to fast food (from farm to table business). The agricultural sector is not only related to on-farm, but also related to off farm, both upstream and downstream. This shows that the agricultural sector is a strategic role in achieving development comprehensively, so as to reduce the level of poverty, while creating economic growth and employment for jobs.

**Trade.** Trade is something that is very important in the economy of a country. Jealous trading activity is an indicator of a country's level of prosperity of the community as well as a measure of economic growth, the country itself. So you could say the trade is the lifeblood of the economy of a country. Through trade also a country can establish diplomatic relations with neighboring countries and thus indirectly also closely linked to trade politics.

The basic principle of Islam that has been set on trade and commerce is halal products, honesty, trust, and sincerity. Today many market imperfections, which should be eliminated if this pinsip accepted by the business community of nations in the world derada. Principles of trade and commerce has been there in the Qur' an and Sunnah, such as the conduct of perjury, giving incorrect doses, and create goodwill in a business transaction. (Mannan, 1992: 288) The behavior deviates in the trade can be detrimental to society because it creates economic instability.

The study of and solution to the problem of poverty continues to be done by a variety of approaches. One is the study, entitled Strategies to overcome poverty in the Fishing Village: A Case Study on the village of Kendal Gempolsewu by Abdul Kobar Mudzkir, SP, M.Sc. According to Abdul Kobar that efforts to overcome poverty, among others, human resource development, the formation of groups of fishermen, and the provision of adequate facilities for pre fisheries, and evaluation of policies that are not in favor of the fishermen. Abdul Kobar studies conducted specifically on the fishing community to community development approach. Meanwhile, Ruslan Abdul Ghafur in his dissertation (2011) concluded that the Islamic economic system load distribution concept is loaded with the value of justice, morals, and norms when applied in accordance with the Indonesian national identity.

## DESCRIPTION OF DATA AND RESEARCH RESULTS

Here's a description of capital assistance for community empowerment in agriculture and trade.

### 1 Agriculture

1.1. Sweet Corn; Sweet corn intercropping on cassava plants, with the following provisions;

1.1.1. Overlapping Planting Process Sari (sweet corn)

- 1) The land area of 5000 m<sup>2</sup>
  - 2) Sweet Corn Seed = 5 Kg x Rp. 80.000,00.- = Rp. 400.000,00.-
  - 3) chicken manure = 50 sacks x Rp. 6000,00.- = Rp. 300.000,00.-
  - 4) Urea = 150 Kg (3 sacks) x Rp. 80.000,00.- (per sack) = Rp. 240.000,00.-
  - 5) HCL = 50 Kg x Rp. 2000,00.- = Rp. 100.000,00.-
  - 6) The process of planting to harvest for 70 days
- 
- Total Capital Rp.  
1.040.000,00.-

1.1.2 Intercropping crops (sweet corn)

1. 1 Kg seeds of sweet corn yields of 700 kg
2. Results Total harvest 5 kg x 700 kg = 3500 kg
3. sweet corn price Rp. 1500.00 .- / Kg
4. Revenue 3500 Kg x Rp. 1500,00.- = Rp. 5.250.000,00.-

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Crops Rp. 5.250.000,00.-

c. Postharvest Rp. 5,250,000.00 - Rp. 1.040.000,00.- = Rp 4.210.000,00.-  
The median income in 30 days = Rp. 4.210.000,00.- : 2 = Rp. 2.105.000,00.-  
Place: Bogor PDK Complex Rt. 13 Rw. 05 Village Kedong Halang Bogor

1.2. Caesim; Caesim intercropping broccoli plants, with the following conditions;

a. Overlapping Process Plants Sari (Caesim)

1. The land area of 2000 m<sup>2</sup>
2. Seeds Caesim = 2 packs x Rp. Rp.10.000,00.- = Rp. 20.000,00.-
3. chicken manure = 20 sacks x Rp. 6000,00.- = Rp. 120.000,00.-
4. Urea = 25 kg (1/2 sacks) = Rp. 40.000,00.-
5. NPK = 5 Kg x 12.000,00.- = Rp. 60.000,00.-
- 6 The process of planting to harvest for 30 days

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Total Capital Rp. 240.000,00.-

b. Overlapping Crops Harvest Sari (Caesim)

1. 1 pack = 200 Kg Yields
2. packs 2 x 200 kg = 400 kg
3. caesim price Rp. 1500.00 .- / Kg

4. Revenue 400 Kg x Rp. 1.500,00.- = Rp. 600.000,00.-  


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 Crops Rp. 600.000,00.-

c. Postharvest Rp. 600.000,00.- USD. 240.000,00.- USD. 360.000,00.-  
 The median income in 30 days = Rp. 360.000,00.-  
 Place: Taman Sari Gg. Sapodilla Rt. 03/04 Sand Village Jaya Bogor

1.3. Kale, kale plants in the home garden soil with the provisions of as follows

a. process spinach

1. The land area of 200 m<sup>2</sup>
2. Seeds Caesim = 2 packs x Rp. Rp.9.000,00.- = Rp. 18.000,00.-
3. chicken manure sacks = 5 x Rp. 6000,00.- = Rp. 30.000,00.- 4. Urea = 10 kg x Rp. 1.600,00.- = Rp. 16.000,00.- 6 The process of planting to harvest for 30 days with 4 times the harvest

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 Total Capital Rp. 64.000,00.-

b. Overlapping Crops Harvest Sari (Caesim)

1. 1 pack = 200 belt Yields
2. packs 2 x 200 = 400 tie belt
3. kale price Rp. 300.00 .- / connective
- 4 .300 Income connective x Rp. 400,00.- = Rp. 120.000,00.-
5. Within 30 days = 4 harvests x Rp. 120.000,00.- = Rp. 480.000,00.-

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 harvest Rp. 480.000,00.-

c. Postharvest Rp. 480,000.00. - Rp. 64.000,00.- = 416.000,00.-  
 The median income in 30 days = Rp. 416.000,00.-

Place: Telaga Kahuripan Rt. 17/03 Pa- Bogor Regency Village Jampang

1.4. eel; eel seeding in the pool, with the following provisions;

a. Seeding Process Eels

1. Area of pool 4 M<sup>2</sup> = 200 cm x 200 cm x 60 cm waking costs Rp. 170.000, -
2. Seeds eel = 15 Kg x Rp. 45.000,00.- = Rp. 675.000,00.-
3. cow dung fertilizer sacks x = 5 USD. 10.000,00.- = Rp. 50.000,00.-
4. postharvest rice straw
5. 3 banana trees 6 During the 45 days are not fed, after fed snails and fish Kites (fish Small river or solokan)
- 7.The process of growth until harvest for 80 days

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 Total Capital Rp. 895.000,00.-

b. harvest eel

1. 1 Kg eel harvest produce 13 Kg
2. Results Total harvest 15 kg x 13 kg = 195 kg
3. eels price Rp. 25,000.00 .- / Kg

4. Revenue 195 Kg x Rp. 25.000,00.- = Rp. 5.250.000,00.-  

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Crops Rp. 4.875.000,00.-

c. postharvest

Rp 4,875,000.00 - Rp. 895.000,00.- = Rp. 3.980.000,00.- The median income in 27 days = Rp. 3.980.000,00.- : 3 = Rp. 1.336.666,67.-

Place: Lamping Rt. 05/01 Village Kedong K. Bogor

In conducting the business of agriculture, business activities in which there are two forms of direct (direct) and indirect (indirect). Forms of assistance made directly done with provision of capital and facilitation of the agricultural measures. For example, in an effort to raise eel farmers briefed eels as well as ways to raise capital. Thus different forms of assistance to farmers kale. Farmers do their business without any target or mentoring. However, coaching as a form of monitoring to see progress is still being done. Mentoring is done so that the desired results can be achieved, namely an increase in revenue (income) for farmers.

**Trade.** In this trade using contract types Bai 'Al-Murabaha (Sale and Purchase With Tough Payment). Bai 'al-Murabaha is selling goods at the original price agreed with the additional advantage. In Bai 'al-Murabaha seller must deliver the product price that he bought and determine a level of profit in addition. Another source said that Murabaha is a contract sale of goods by declaring prices and earn a profit (margin) as agreed by the seller and the buyer.

Murabahah is one form of certain natural contract, since the prescribed some require Murabaha rate of profit (the profit to be obtained). Because the character of Murabaha is the seller should inform the buyer on the purchase price of the goods and stating the amount added to the cost, it is necessary to agreed profit.

Al-Murabahah is done based on the verses of the Qur'an and Hadith as follows:

وَأَحَلَّ اللَّهُ الْبَيْعَ وَحَرَّمَ الرِّبَا

"And Allah has permitted selling and forbidden usury" (QS. Al-Baqarah / 2: 275)

عن صالح بن صهيب عن أبيه قال قال رسول الله صلى الله عليه وسلم : ( ثلاث فيهن البركة .  
البيع إلى أجل والمقارضة وأخلاق البر بالشعير للبيت للبيع )

"It was narrated from Salih ibn Suhaib from his father he said: The Messenger of Allah said:" Three things in which there is a blessing: Buying and selling is tough, muqaradhah, (mudaraba), and mixed with wheat flour for home, open for sale "(HR . Ibn Majah)

The purpose of al-Murabahah contract was to provide relief to the community in social life. It is important in al-Murabahah contract is a lack of transparency and honesty between the parties berakad.

**Descript of murabahah practice in this study are as follows:**

- 1 Retail Merchants Raffle Ink cartridges with the following details;
  - 1) Purchase price Rp. 300,000.00 .- / 1 kg to fill 6 cartridges
  - 2) Capital 1 cartridges with a price of Rp. 100.000,00.- x 12 cartridges = Rp. 1.200.000,00.-
  - 3) Selling Price 1 cartridges filled Rp. 200.000,00.-
  - 4) Dealer inventory requires 2-fold
  - 5) Suspension of payment for 30 days
  - b. Revenue within 30 days
    - First Month 6 cartridges 1 x Rp. 200.000,00.- = Rp.1.200.000,00.-
    - Second Month 6 cartridges 2 x Rp. 200.000,00.- = Rp.1.200.000,00.-
    - 3 Third Month 6 cartridges x Rp. 200.000,00.- = Rp.1.200.000,00.-
  - c. Post-earnings for 90 days (3 months)
    - 1.Capital 12 cartridges 1 x Rp. 100.000,00.- = Rp. 1.200.000,00.-
    - 2. Ink Raffle 2 x Rp. 300.000,00.- = Rp. 600.000,00.-
    - Total Capital Rp. 1.800.000,00.-
- 2 Payment of the first month of Rp. 1.200.000,00.-  
The second month of Rp. 1.200.000,00.-  
The third month of Rp. 1.200.000,00.-  
During the 3-month USD. 3.600.000,00.-  
The median income in 30 days = Rp. 3.600.000,00.-: 3 = Rp. 1.200.000,00.-

**Business process as follows:**

- 1 Pre-Production Process
  - a. Merchants doing business Murabahah in Recharge (Raffle) ink, pre Cilendek products made in West Bogor subdistrict East - Bogor, the price 300,000, - / 1 kg.
  - b. Premium Toner Ink Type Raffle types 12, 13, 15, etc. and the type of cartridge Series 35, 56, 85 and so on with each price Rp. 300.000, - / 1 kg to fill 6 cartridges.

Based on the above description, the merchant provides capital in an amount not enough to buy a Raffle Ink Toner Type Type Type Series Premium and 2 kg for Rp. 600,000, -, and for the second set of computer printer plus Rp. 2.000.000, -, and 36 cartridges for Rp. 100.000, - / cartridges together with Rp.3.600.000, -. Thus, the total capital above Rp. 6,600,000, -. (Six Million Six Hundred thousand dollars)

**2. Production Process**

The production process of the work done in the merchant can be detailed as follows:

- a. The time used ink production process Raffle approximately only 2 days to 36 cartridges with filler made by the vendors themselves
- b. Implementation efforts based on Murabahah agreement between traders with buyers Ink Raffle (Raffle Ink users) with the agreement of deferred payment for 30 days.

- c. Traders should have a supply of ink cartridges Raffle doubled mean 36 cartridges

**3 Post-Production Process**

- a. After the production process for 2 days, then the trader first entered Al Murabaha Ink Toner Premium Raffle kind of type 12, 13, 15 and so on and the type of cartridge Series 35, 56, 85 and so on to 18 cartridges as per 1 kg menghasilkan 6 cartridges multiplied by 3 kg .
- b. Of 18 cartridges are sent upon request to the Foundation Umm Quro Institutions elementary, middle, and high schools in Salabenda West Bogor - Bogor city as much as 5 cartridges, and Foundation Day RBSC IPB Baranang Central Bogor - Bogor many as 10 cartridges, as well as PT. Young Jien Jave Sukagarment Cicurug - District Sukaumi much as 3 cartridges. So the total number of production Inks Raffle proceeds of approximately 200.000, - / 1 multiplied by 18 cartridges each cartridge Rp.3.600.000, - cut buy refill 3 kg multiplied by 300,000, - equal to Rp. 900,000, -. Total gross proceeds of the sale of production after the above, namely Rp.1.700.000, - (one million seven hundred thousand dollars).
- c. Traders generate profits (margins) in 30 days or less Rp.1.700.000, (One nevertheless seven hundred thousand dollars) and has been able to exceed the salary of civil servants 2C group, Al-Murabahah means the system is already providing solutions for the people who pick the willingness and determination to want to work (al-Kasb) in the field of trade. Place: East Cilendek Rt. 04/04 District of West Bogor - Bogor

Base on description above, if we look at the development efforts can be seen in the table below:

Table 1  
 Comparison of Percentage of Capital Gains and Commodities

Commodities	Gains	Capital	Comparison with capital gains	Difference	percentage difference of capital (%)
Corn	4.210.000	1.040.000	4,05	3.170.000	405
Cesim	360.000	240.000	2	120.000	150
Kale	416.000	64.000	7	352.000	650
Eels	3.980.000	895.000	4	3.085.000	445

Commodities Capital Gains Comparison with capital gains keuntungan percentage difference of capital (%) Corn 4 1,040,000 4.21 million, 3.17 million 05 405 Cesim 360,000 120,000 240,000 2 150 Kale 416,000 352,000 64,000 7 650 Eels 3,980,000 895,000 4 3,085,000 445

Based on the table above, there is an increase in income through farming and trading business from the initial income. In this study, efforts in the field of agriculture conducted independently commitment and motivation to succeed in the field so as to obtain the desired results so as to increase the family income.

The businesses that use cartridges murabahah with capital of Rp. 1.800.000,00.- the average income in 30 days = Rp. 3.600.000,00.- : 3 = Rp. 1.200.000,00.-. In this case the merchant receives an order 18 ink cartridges from 3 subscribers and the total amount of ink production Rafill proceeds of approximately 200.000, - / 1 multiplied by 18 cartridges each cartridge Rp.3.600.000, - cut buy refill 3 kg multiplied by 300,000, - equal to Rp. 900,000, -, Total gross proceeds of the sale of production after the above, namely Rp.1.700.000, - (one million seven hundred thousand dollars).

### ANALYSIS OF RESEARCH FINDINGS

The concept of Islamic economics is a system that can be used in addressing poverty and income inequality. Efforts to tackle poverty and inequality income can be done by conducting business activities in the form of agriculture and trade.

In order for agriculture and trade it may be necessary to find a way to overcome poverty model of agriculture and trade in accordance with the ability of the perpetrator. This is to facilitate the business to be conducted so that the benefit can be achieved. Desired benefit in this regard, as mentioned by Abu Hamid al-Ghazali and Abu Ishaq al-Syatibi ie, (welfare) society as a whole is the goal of Islamic law.

In trade and agriculture substantively contains some welfare benefit both essential (daruriyyat), secondary (hajjiyyat) and complementary (luxuries). Beneficiaries that are associated with the maintenance of essential assets due to legitimate business. Thereby avoiding the occurrence of deviant behavior to get the treasure that is not lawful. With a wealth of kosher menajdikan one strong belief in God, so avoid infidelity.

Efforts to create such benefit should be shared between the public and especially public institutions, in this case the government. The government has an obligation to protect the citizens of the various disturbances and obstacles. While the Muslim community has a social obligation through zakat obligation that can be used as an economic instrument in an effort to reduce social inequalities in the society.

Zakat as part of Syari demands' for mukallaf that aims to keep life steady harmonization, integration, and sustained between worldly and hereafter purpose. Encashment charity function properly when dilkauan with good managerial system and the synergy with the government. Similarly, the role of the company with its CSR can be the driving force of the local economy, especially the dhu'afa, so that they are assured of the protection of life.

The above problems affect the public good is a milestone welfare and prosperity of society. Maintenance of essential needs (necessities) have an influence on hajjiyyat interests and luxuries that have the goal of turning a situation into better shape, whether it be social or economic.

The third related to the primary interests of the public good (dharury) hajjiyyat and luxuries as well as the role of government is very urgent to protect the third

requirement because it needs a human need (human needs). Protection of the *dhu'afa* to eliminate poverty as an absolute retardation government with society.

Protection as a step towards well-being which includes a sense of justice, compassion, and kindness. Economic oppression can give birth to hatred, hostility, and murder that led to the situation and the conditions become unsafe and full of turmoil

On this basis, as we must understand that the economic system is based on Islamic principles is not only a means to maintain the balance of economic life, but also a means to relocate resources to people who are entitled according to sharia. Thus the goals of economic efficiency and fairness can be realized and achieved simultaneously. Achieve economic success is based on Islamic principles according to Chapra (1992: 215) means to create a perfect society.

Furthermore, according to Chapra (1992: 215) that these goals will not be achieved without maximum effort with earnest work so requires a strategy to restructure the socio-economic system as a whole with the participation of all citizens. Thus the economic benefits based on sharia principles can be felt and achieved by the whole society. Restructuring the funding agencies that adhere to Shariah principles are important.

Education and skill enhancement of the poor people can encourage economic revival and indirectly can also increase market Shari'ah financial institutions. In addition to the problem of education and skills, strengthening character's personality in shaping a strong, efficient, and does not have a culture of wasteful need for habituation. In this case, the habit of saving, leave the snack culture, and shopping items that are not essential should be a public personality, especially the poor people.

Good personality can be a major influence for the improvement of quality of life in many aspects. Will indirectly increase *aghniya* group (the have) quantitatively and qualitatively and reduced the poor people which is an indicator of the realization of a prosperous society.

## CONCLUSION

Based on the results of the research can be broadly concluded that the teachings of Islam who ordered his people to have a job (*kasb*) has a close relationship with tackling unemployment effect on poverty reduction.

Unemployment can occur due to various factors, among others, because he did not have to venture capital as well as the motivation to perform the business. To that end, efforts to solve problems of poverty and income inequality can be done by promoting the business through agriculture and trade.

The move was done for example by providing venture capital assistance for people who do not have a job (unemployed). The concept of *murabahah* may be an option in implementing cooperation in a group coaching *melakuakn* unemployed in business. Another important point is also the mental coaching and motivation and strong will and cooperation of all parties, every effort be made to give effect to an increase in their income. This shows that agriculture and trade as an alternative to poverty reduction.

In order for agriculture and trade increased incomes for the unemployed, the need for appropriate strategies according to the capacity and ability of each person. In

addition, place or location and type of business to be developed should be appropriate to the abilities, interests, and region or condition of society in which it was built.

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## **RISK MITIGATION ACTION WITH HOUSE OF RISK FRAMEWORK AS AN EFFORT TO BUILD A ROBUST SUPPLY CHAIN FOR PT JAWA FURNI LESTARI**

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### **Abstract**

Business success in an unpredictable and volatile market is no longer dependent on the ability of the company's business operation individuals, because the effectiveness requires synchronization of all business entities involved in the supply chain of products or services. Strategies of building a robust supply chain are needed to reduce market uncertainty. The study is aimed at conducting a risk assessment of supply chain roadmap for the company in designing risk mitigation strategies. The risk mapping uses the framework House of Risk (HoR) with visual basic software tools. The data collection techniques include in-depth interviews and questionnaire. The empirical evidence from the case study of supply chain risks in PT Jawa Furni Lestari identify as many as 34 events and 5 risk appetites which have priority risk index values over 1000. The five risks are accuracy of Bill of Materials (BOM) information, saw timber buildup, frequent delay of loading and shipment schedules, unstable material quality, uncertainty of raw materials availability. Strategic plans for the company required in mitigating the potential risks can be realized through strategic stock, flexible supply base, postponement strategy, flexible transportation, coordination with forwarder agents, leasing strategy, and IT-based information sharing.

**Keywords:** *Supply Chain Risk, Synchronize, Robust Supply Chain, Framework HoR, Risk Mitigation*

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### **INTRODUCTION**

Globalization makes the concept of SCM a critical and appealing aspect for academia, as well as business practitioners and consultants for the emergence of a domino effect on the issue of globalization. Aside from creating vast market opportunities, the global market also has challenges and obstacles to anticipate. One of the biggest challenges in the global market is market unpredictability and the volatility of demands. In unpredictable and volatile market situations, Tang (2005) emphasized the importance of the strategy of building a robust supply chain, that is, a condition of the supply chain that is resistant to various kinds of noise or unprecedented disasters. Some researchers, such as Hendricks and Singhal (2003); Tang, Manuj, and Mentzer (2005 and 2008), identified that noise or disruption in the supply chain can negatively affect the sustainability of the business and many companies are not able to recover after the disaster. Munuj and Mentzer (2008) also stressed the importance of contingency planning in the supply chain risk management.

Industrial developments of furniture in DIY (Yogyakarta Special Province) are very significant. The results of mapping by Deperindagkop DIY (2009) identify furniture products as one of nine DIY superior products. The assessment criteria used to define a superior product are (1) the prospect of the products on the international market exceeds 70%; (2) focusing on the use of local raw materials; (3) aimed at absorbing local employment. PT Rumah Jawa Furni Group is one of the furniture exporters, which has three business sub-units, namely UD Rumah Jawa Lestari; PT Jawa Furni Lestari, and PT Rumah Tropika Abadi. UD Rumah Jawa Lestari business unit focuses on fulfilling the local market with classic products, colonial furniture and leather, while PT Jawa Furni Lestari business unit manages domestic market especially thematic indoor furniture products, such as kitchen set, living room, bedroom, and so on. Since its establishment (2003) until today, the prospect of local and foreign markets from time to time experienced significant developments in some destination countries such as France, Spain, Finland, Canada, USA, Korea, Singapore, and the European Union. Export capacity in 2012 reached 10 containers per month (40 feet per container), along with the development of the market share, there is high demand for Djawa Management to meet the criteria of products to enter foreign markets. Assessment of the extent of risk management is expected to encourage the creation of company's competitive advantage through robust supply chain management.

Given the high market potential of PT Rumah Jawa Furni in local or global markets and the complexity of supply chain network, a robust, reliable supply chain strategy is desperately needed over the possibility of predictable noise or interference. Then the problems of this research are:

- (1) Identifying risks and risk sources in the supply chain network in both the local and foreign markets;
- (2) Conducting an evaluation and assessment of risk by using perception-based approach;
- (3) Designing an applicable risk management strategy to support risk mitigation actions and the creation of a robust supply chain.

## **Literature Review**

**The Concept of Supply Chain Management** . Supply Chain Management is the management of the flow of information, materials, and services from suppliers, manufacturers, warehouses, retailers, to consumers by applying the total system approach (Chase, Aquilano, and Jacobs (2001)). Therefore, specifically, supply chain management consists of many stages, in which there are customers, retailers, distributors, manufacturers, or suppliers, whereas the purpose of supply chain is to maximize overall value. This means that the advantages of supply chain management as a whole re benefits divided for all stages of the supply chain management's success, resulting in a win-win solution.

Supply Chain Council or SCC (2009) defines the SCOR model or the Supply Chain Operations Reference as a process reference model that combines familiar concepts in reengineering business processes, benchmarking, and the size of the process in a cross-functional framework ([www.supply-chain.org](http://www.supply-chain.org)). The SCOR model is very effective as a frame of reference to identify supply chain performance matrix in five important activities within the supply chain management. The five key activities include

(1) Plan; (2) Source; (3) Make; (4) Deliver; and (5) Return (Huan., et al. (2004)). In each of these activities, there is possible risk. Therefore, in risk identification and risk agents in this study, the SCOR model is used. The researcher will detail the potential risks and the sources in the five activities of supply chain management.

**The Concept of Supply Chain Risk Management.** Risk management requires a better understanding of the risks (Hallikas, et al. (2004), Faisal, et al. (2006)), and at the heart of supply chain risk management is the identification of risk (White (1995), Sinha, et al. (2004), Waters (2007), Rao and Goldsby (2009)). Therefore, this paper focuses on identifying supply chain risks resulting from the changes in design requirements. Most of the risks of supply chain are focused on the problems of supply/purchase (Zsidisin, et al. (2000), Sinha, et al. (2004), Levary (2007), Blackhurst, et al. (2008)), production/manufacturing (Katayama, et al. (1999), Warburton and Stratton (2002)), planning/information (Finch (2004), Poba-Nzaou, et al. (2008)), and delivery/distribution (Cavinato (2004), Tsai, et al. (2008)).

According to Waters (2007), supply chain risk can be separated into three categories: internal risks, risks in the supply chain risk, and risks in external environments. Internal risks are resulted directly from the operations in the company and from management decisions and practices on R & D, planning, production, information (Waters, 2007), and organizational structure. The latter two risks are outside the company, and this paper defines them as external risks, which include the risks in the supply chain (from both the supplier and the customer (Waters, 2007) as the macro environmental risks that affect the entire supply chain.

Measurement of risk in this study refers to the definition of risk as proposed by Christopher (2003), that is, to identify, analyze, and evaluate all the risks that occur in the process of information flow, material flow, and product flow from suppliers to the delivery of products to the final consumers. Gaudenzi and Borghesi (2006) emphasized three things that must be observed in the measurement of risk: (1) what drives the risk; (2) where the risk is; (3) what the risk is associated with.

**The Concept of Robust Supply Chain.** A robust supply chain is a supply chain that is able to survive against a variety of interference and unexpected disasters (Tang, 2005). If unexpected interference appears and negatively impacts the supply chain of a product, it means that the the supply chain network is vulnerable. According to Tang (2005), if interference occurs, the efforts to minimize the negative impacts can only be done by the companies that implement proactive strategies and have contingency plans to mitigate the risks. Cophra and Sondhi (2004) also suggest the need for proactive plans in the management of production capacity, supply, flexibility, and delivery. While Faisal, et al. (2006) identified 11 variables that can drive the company's success in the supply chain risk management: 1) information sharing; 2) supply chain agility; 3) trust between partners in the supply chain; 4) information security; 5) CSR/Corporate Social Responsibility; 6) policy of incentive and profit sharing in the supply chain; 7) preparation of strategic risk plan; 8) risk sharing; 9) knowledge of risk in the supply chain network; 10) continual risk; as well as 11) the collaboration between partners in the supply chain.

## RESEARCH METHOD

**Type and Focus of Research.** This research is an applied study with a case study of PT Jawa Furni Lestari. As for the research model, it uses the “analysis of existing conditions”. Existing conditions are depicted and described systematically based on factual data. The focus of this research is all matters related to the efforts to mitigate supply chain risk of PT Rumah Jawa Furni.

**Data Collection Techniques.** The data collection uses the following methods: observation; in-depth interviews with Focused Group Discussion; documentary study of secondary data that has been collected by the sample of study, such as the documents of PT Rumah Jawa Furni as a research partner and of several companies associated with the supply chain of PT Rumah Jawa Furni such as the suppliers, *Disperindagkop* (the Agency of Industry, Commerce, and Cooperative) and *UKM* (SME) in DIY. The researcher also distributed questionnaires to company management staff in marketing, product development, finance, human resources, purchasing and material control, production, and quality control.

In this research, it was not possible to obtain quantitative data of the supply chain financial risks during the measurement of data risk. What was obtained was rather the data of perceived supply chain risks to be borne by the company as well as the assumed risk value as the financial consequences that the company has to bear, which are used as the case study. The researcher use perceived measurement because most companies are reluctant to share objective performance data due to confidentiality considerations (Ward, et al., 1996).

**Data Analysis Techniques.** The framework for risk management generally includes the steps and foundation for the identification, analysis, and evaluation of risks as well as for designing risk mitigation strategies that can be implemented in the company. The identification and evaluation stages are based on the risk standard AS/NZ 4630 as quoted by Christopher, et al. (2003), while risk mitigation actions are based on the concept of proactive strategy developed by Tang (2005) in order to encourage the creation of a robust supply chain.

The framework risk management is based on the Failure Mode and Effect Analysis approach using HoR method. The House of Risk Framework is used because it is one of the techniques that can help analyzing the potential causes of interference, measuring the probability of risk occurrence, and because it can be used to evaluate efforts in preventing and managing risks (Christopher, 2003). The difference of this research with that conducted by Christopher in 2003 is that the HoR was modified with the implementation of a proactive strategy developed by Tang (2005) in order to design a robust supply chain.

Step 1 Where are the Risk (SCOR model)	Step 2 What are the risks (Risk Event/E)	Step 3 Determine severity (S)	Step 6 Relationships between risk agent and the identified risk even	Step 4 Potential Causes of Risk
Plan			A <sub>1</sub> A <sub>2</sub> A <sub>3</sub> ..... A <sub>m</sub>	
Source	E <sub>1</sub> E <sub>2</sub> E <sub>3</sub>	S <sub>1</sub> S <sub>2</sub> S <sub>3</sub>	E <sub>1</sub> R <sub>11</sub> R <sub>12</sub> R <sub>13</sub> ..... R <sub>1m</sub>	C <sub>1</sub> C <sub>2</sub> C <sub>3</sub>
Make	.	.	E <sub>2</sub> R <sub>21</sub> R <sub>22</sub> R <sub>23</sub> ..... R <sub>2m</sub>	.
Deliver	.	.	E <sub>3</sub> R <sub>31</sub> R <sub>32</sub> R <sub>33</sub> ..... R <sub>3,m</sub>	.
Return	.	.	..... R <sub>3,m</sub>	.
	E <sub>n</sub>	S <sub>n</sub>	E <sub>n</sub> R <sub>n1</sub> R <sub>n2</sub> R <sub>n3</sub> ..... R <sub>nm</sub>	C <sub>n</sub>
			Step 7 Determine Occurrence (O) O <sub>1</sub> O <sub>2</sub> O <sub>3</sub> ..... O <sub>m</sub>	
			Step 8 Determine Risk Priority index (P) P <sub>1</sub> P <sub>2</sub> P <sub>3</sub> ..... P <sub>m</sub>	

Figure 1. HoR Framework

in which:

E<sub>i</sub> or risk event, or risk event number i = 1, 2, etc.

C<sub>i</sub> or potential causes of risk, in which i = 1, 2, etc.

A<sub>j</sub> or risk agent or the cause of risk, in which j = 1, 2, etc.

S<sub>i</sub> or severity level of risk or the severity of risk as perceived by the resource person calculated using the formula  $S_i = \sqrt[k]{S_{i,1} \times S_{i,2} \times \dots \times S_{i,k}}$ ;

in which i = 1, 2, etc. and k is the assessment by the person number k

O<sub>j</sub> or occurrence level of risk calculated using the formula  $O_j = \sqrt[k]{O_{j1} \times O_{j2} \times \dots \times O_{jk}}$ ;

in which j = 1, 2, etc. and k is the assessment by the person number k

R<sub>ij</sub> is the correlation between risk agent number j and risk number i; when there is correlation, the value is 1; when there is not, the value is 0.

P<sub>j</sub> or risk priority index calculated using the formula

$$P_j = O_j \sum_{i=0}^n S_i x (R_{ij} x W_{ij}) \quad \text{in which } j = 1, 2, \text{ etc. and } W_{ij} \text{ is the value of correlation}$$

between risk agent number  $j$  and risk event number  $i$

## DATA AND DISCUSSION

**Data of Source Risk Mapping and Risk Appetite.** According to the interviews with the owner or director of PT Rumah Jawa Furni (Ir. Jajak Surya Putranto, May 15, 2013), it was revealed that the supply chain risk comes from two dimensions within the context of product design change. External risks result from external parties, but have an influence on the product supply chain (external risks include supplier's risks, policy risks, delivery risks). Internal risks come from supply chain risks often faced by some departments or internal functions, such as the risks of R & D department, production risks, information/IT risks, and organizational risks). The risk mapping process uses the SCOR conceptual model, which is identifying risk events that often occur during the plan, source, make, deliver, and return stages.

**Determining the level of occurrence of each risk appetite on the scale of 1 to 5.** Figure 1 Probability of once in many years, Figure 2 probability of once in many months of operating, Figure 3 probability of once in some operating weeks, Figure 4 probability of weekly occurrence, Figure 5 probability of daily occurrence.

**Determining the weight of each risk appetite that indicates the severity level of any risk event based on manager perception on several functions**

The assessment of severity level uses a scale of 1 to 5 with criteria of Figure No. 1 direct effect on operating service level, Figure 2 Minor deterioration in operating service level, Figure 3 Definite reduction in operating service level, Figure 4 Serious deterioration in operating service level, Figure 5 operating service level approaches zero.

Risk appetite identified at the time of in-depth interviews were then translated into a questionnaire distributed to some of the management staff in the areas of production, purchasing and material control, quality control, HRM, finance, as well as and research and product development. From the data collected from 28 respondents, a mode value was generated, which reflects the occurrence level of each risk appetite and the mode of severity of level. Risk appetite was identified as many as 34 items or interference that is often faced by PT Jawa Furni Lestari, as presented in Table 1.

Table 1  
 Mode Value of *Risk Appetite*

Risk Events	<i>Occurrence Level</i>	<i>Severity Level</i>
(1) Engineers lacking experience	4	3
(2) Duration of product development cycles	4	3
(3) Poor product standardization design	4	3
(4) Poor understanding of Customer Requirement	4	4
(5) Technological engineering re-design and packaging		
(6) Employee strike	3	3
(7) Mechanical breakdown		
(8) Accidents and damage to means of transport/truck	2	3
(9) Limitation to production capacity	3	4
(10) Factory fire	3	3
(11) Natural disasters, such as floods, earthquakes, volcanic eruptions, etc.	4	4
(12) Terrorist attacks	1	2
(13) Accuracy of Bill of Material (BOM) information		
(14) Obstructed upstream tracking system mechanism	1	2
(15) Poor quality control at the upstream or partner	4	4
(16) Saw Timber buildup	4	4
(17) Poor vision-sharing with suppliers/poor IT support		
(18) Buildup of half-baked products in the workshop	4	4
(19) Non-punctual delivery schedule by suppliers/partners	5	4
(20) Inaccurate demand forecast	4	4
(21) Frequent delay of loading and shipment		
(22) Orders often rejected	4	4
(23) Poor interdepartmental communication		
(24) Prone to conflict	4	4
(25) Poor adaptability to changes in the business environment	4	4
(26) No interdepartmental share value; lack of information sharing	4	4
(27) Fluctuating lead time	3	4
(28) Unstable material quality	4	3
(29) Uncertainty of raw materials availability	2	3
(30) Unpredictable shipping cost	3	2
(31) Risk of foreign currency	4	3
(32) Risk of international quality standardization		
(33) Risk of negotiation terms with buyers	4	4
(34) Economical, social, and politic stability	4	4
	4	5
	3	4
	3	3
	3	4
	4	4
	3	4

**Application of House of Risk (HoR).** Analysis using House of Risk framework has drawback in the technical aspects of the data input. The more data to input, HOR user will encounter technical obstacles in the data entry that can lead to biased results. To overcome this, the researcher used visual basic software tool contained in the Excel program because it could minimize data entry errors so that a more systematic process of data input could be carried out. Therefore, using the above  $P_j$  formula and the visual basic software tool, 5 risk appetites that have the largest index were produced:

- (item No. 13) Accuracy of Bill of Material (BOM) information (priority index 1150)
- (item No. 16) Saw timber buildup (priority index 1064)
- (item No. 21) Frequent delay of loading and shipment (priority index 1474)
- (item No. 28) Unstable material quality (priority index 1290)
- (item No. 29) Uncertainty of raw materials availability (priority index 1240)

The five risk appetites have risk priority index values over 1000, because the five risk events are the top five, which require proper management. By finding confirmation in the field and conducting interviews, the researchers designed potential risk mitigation strategies for five potential risk events which have significant impacts on the company's supply chain operations. Ideally, despite having a low priority index value, all risk events must be provided with strategies to overcome the risks. However, due to limited funding, the company can prioritize specific mitigation strategies for risks that often arise and have a significant impact on supply chain operations.

### Applicable Risk Mitigation Strategy Recommendations for PT Jawa Furni Lestari

Table 2  
Risk Mitigation Plan

Risk Appetite	Mitigation Plan (Tactical)	Explanation of Plan and Mitigation Mechanism
(21) Frequent delay of loading and shipment (priority index 1474)	Coordination with logistic agents Flexible Transportation	Shipment schedules are often inaccurate due to lack of communication between the forwarding services. Finding alternative forwarding agents and alternative shipment routes will minimize the risk of delays in shipment.
(28) Unstable material quality (priority index 1290)	Coordination with suppliers Strategic partnership	Qualifications of the material required are specifically detailed in the contract with suppliers. To improve the supplier's commitment, strategic partnership that can build a win-win solution is to be fostered.
(29) Uncertainty of raw materials availability (priority index 1240)	1. Strategic stock 2. Flexible supply base	The company may select suppliers. Uncertainty of supply causes shortage/overstock, so by applying strategic stock it will minimize the risk. In addition, if there is shipment delay, the company can anticipate it

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		by transferring to alternative suppliers in order to meet the immediate material needs.
(13) Accuracy of Bill of Material (BOM) information (priority index 1150)	1. Information sharing 2. Postponement strategy	Details of need of materials required for short term production process is always changing. To improve accuracy, the company may share the master production companies using electronic data. For higher accuracy, shipment is to be done after the order's due date is confirmed.
(16) Saw timber buildup (priority index 1064)	1. Leasing strategy	Building a large factory cannot necessarily anticipate a surge in demand, so if there is a sudden order, indoor process often occurs and results in frequent buildup of saw timber. To minimize it, the company can lease vacant land.

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## CONCLUSION

The conclusions that can be inferred from the case study in PT Jawa Furni Lestari on risk mapping and risk mitigation actions using the framework of House of Risk are as follows:

1. The risk identification at the initial stage found 34 risk appetites, followed by 5 risk appetites which have the largest index of potential occurrence and have impacts on the company's supply chain, because they have index values above 1000. The five risk events are (risk item 13) Accuracy of Bill of Materials (BOM) information (priority index 1150); (risk item 16) Saw timber buildup (priority index 1064); (Item risk-21) Frequent delay of loading and shipment schedules (priority index of 1474); (risk item 28). Unstable material quality (priority index 1290); and (risk item 29) Uncertainty of raw materials availability (priority index 1240).
2. The results of the risk mapping using risk priority index values provide a road map for the researcher and partners to develop proactive strategies to mitigate potential risk events.

## Recommendations

Some tactical strategy recommendations for PT Jawa Furni Lestari in order to create a a robust supply chain is designing strategic stock, designing flexible supply base, implementing postponement strategy, designing flexible transportation, building coordination with forwarder agents, leasing strategy, and using IT-based information sharing.

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## **INNOVATION VS SOCIAL ACCEPTANCE: A CASE OF END USERS' PERSPECTIVE OF SOLAR ENERGY**

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### **Abstract**

Solar energy is on the forefront of Malaysia's renewable energy source to supplement and compliment current energy sources to meet the country's future energy demand. Malaysia has plenty of sunshine all year round, which justifies the use of solar energy. The main challenge is social acceptance. Although research and development in solar research is promising, the bigger challenge is getting Malaysians to accept and adopt this new renewable energy source. Adoption decision is a five-phased process. Although the Malaysian government has implemented many policies to encourage use of renewable energy sources, including the feed-in-tariff program, the desired outcome is still elusive. This paper will identify and discuss the adoption phase of the new energy source based on a national survey data in early 2014. The study findings clearly suggest some alternative but a more innovative policy implication is necessary. The *National Transformation Agenda* platform is seen a viable vehicle to achieve the government's new policy direction for sustainability and achieving the desired development agenda.

*Keywords: Solar energy, adoption decision and social acceptance*

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### **INTRODUCTION**

Social acceptance of renewable energy innovation can be explained via a three-dimensional model, which includes socio-political acceptance, community acceptance and market acceptance. Although many innovations and inventions have been successful, their adoption is never guaranteed. Technology is important on human life; but it may only be appreciated only if it is situated within a context of social, cultural, economic and political relations (Hughes, 1987). Thus technology or innovation cannot be developed outside society, as there exist symbiosis or synergy between political, economic and cultural factors (Garcia & Bartolome, 2010). Hence, new innovations must not only be evaluated on the basis of its technological impact and effect; but also for its social impact, and especially how the wellbeing of the society has been improved.

The Ministry of Energy, Green Technology and Water or more commonly referred to in its Malay acronym, KeTTHA (Kementerian Tenaga, Teknologi Hijau dan Air), is the ministry responsible for implementing the renewal energy sources in the country. In 2001, through the KeTTHA, the Renewable Energy (RE) and Sustainable Energy Development Authority (SEDA) Acts was passed by the Malaysian Parliament. Thus SEDA was officially established in June of the same year to administer and manage the implementation of the feed-in-tariff mechanism under the RE Act.

Hence, this paper will discuss public acceptance of energy policies, actors and programmes implemented by the KeTTHA. Culture, attitudes and social-psychological

conditions, including attitudes toward the current and proposed services, policies and mechanisms; trust in political and social institutions involved in energy provisions, programmed and activities, perceptions of risks; relevant psychological coping and adjustment capacity; cultural cognition of society and environment; assessed quality of life; and improvement values that may be relevant to or affected by the existing and proposed energy services in Malaysia.

**Development of Energy Related Policies in Malaysia.** The conventional energy source to produce electricity is not sustainable. Without a more sustainable source of energy, Malaysia's growth and development is expected to be even more challenging. Thus, as far back as the mid-1970s, Malaysia has introduced several acts and policies aimed at reducing dependence on the non-renewable and sustainable fossil fuels generated energy and electricity to be the engine of industrial growth. The Petroleum Development Act, 1974, was the first energy related act introduced in the country after oil was discovered. A year later, the National Petroleum Policy (1975) was passed by the Malaysian Parliament to address the issues of energy production, distribution and consumption in the country.

It was not until 1979, when the National Energy Policy (1979) was formulated to provide guidelines on long term energy objectives and strategies in a sustainable manner. Subsequently, other policies were introduced to complement the objectives of the National Energy Policy, 1979. The National Depletion Policy (1980) was introduced to safeguard the nation's natural oil reserve. A year later, the 4-Fuel Diversification Policy (1981) was formulated to prevent overdependence on oil, but to focus on four other energy sources: oil, gas, hydropower and coal.

It was only in 2001 that a policy directly aimed at promoting a more extensive use of renewable energy sources was introduced. This 5-Fuel Policy (2001) clearly encourages the use of renewable energy (RE) sources including solar (Chuah & Oh, 2010; Oh, Pang & Chua, 2010). This actually marks another beginning of the Malaysian government's more serious attention towards energy efficiency. Malaysia is convinced of the potential of solar as a potential sustainable source of energy, although its use is still not extensive to create any significant impact on the nation's economy. Although nuclear powered electricity has potential and was near implementation, the Fukushima Daiichi, Japan nuclear meltdown due to Tohoku earthquake of magnitude 9.0 in March 2011, has put this option on hold indefinitely.

The solar energy source currently remains the most with potential in Malaysia. Being located close to the equator, Malaysia has abundance of sunlight. Although, based on current solar technology, useful sunshine is only six hours per day on the average; more efficient solar cells are being developed to tap energy for longer hours. The new solar cells technology, when available, will make solar energy more cost effective and efficient to propel the national development agenda on a more sustainable platform.

Although the distribution of conventional electric energy is wide, in some areas the service is not available for many reasons. Thus, solar has been the alternative energy source for some communities, particularly those living in the rural areas. Sensing potential demand now and in the future, many investors have set up factories in Malaysia to produce solar photovoltaic cells. However, the cost is still high for many other potential consumers to switch to this source of energy. The installation cost of a solar PV to produce 1KW of solar electricity ranges between USD 3,000 to USD4,000.

Lower income population, living away from the national grid, will not be able to afford solar energy. Therefore, the introduction of the Renewable Energy (RE) Act 2010 and many other efforts to make this energy source more affordable.

**Innovation and Social Acceptance.** Nations and societies need innovations for economic growth, sustainability and to remain competitive in a globalized world. Although many new innovations have been developed, not all is accepted for many reasons. Cost is probably the most influencing factor that determines acceptance.

Rogers (1962) proposed that four main elements influence the spread of a new idea: the innovation itself, communication channels, time and the social system. The five stage adoption processes according to Rogers (1962) are knowledge, persuasion, decision, implementation and confirmation. An individual may be exposed or have knowledge about the innovation, but has not been inspired to find more information about it. At the next stage, the individual is interested and will seek more information. The individual is at the decision stage when all advantages and disadvantages are considered.

Beal and Bohlen (1957) proposed a five step path that an individual appears to go through in making a decision: awareness, interest, evaluation, trial and adoption. After being aware of the innovation, the individual develops interest and may want more information to examine its usefulness at the next evaluation stage. Next, the individual tests (trial) the innovation if it meets the expectation. Finally, the adoption stage, if the individual finds the innovation useful or beneficial.

This paper is based on study of 1,143 respondents from rural (371 respondents) and urban (772 respondents) areas in Peninsular Malaysia in 2013. A pretested survey instrument was used to obtain the respondents' perception and acceptance on renewable energy sources, including solar energy.

## FINDINGS AND DISCUSSION

Although not unexpected, six of ten of the respondents in Peninsular Malaysia were still in favor of the conventional energy sources, which include hydro power, coal, oil and natural gas. The pattern was similar regardless of urban (57.6%) or rural (63.1%) respondents. Among those in favor of renewal energy, the urban population (42.0%) showed a slightly greater preference over rural population (36.9%). Figure 1, illustrates the rural-urban preferences for conventional and renewable energy sources.

The conventional energy is relatively cheap in the country as fuel is subsidized, thus the overwhelming preference for it when the survey was conducted. Among those showing preference for renewable energy sources, the urban respondents were probably better informed and more knowledgeable of its long term potential. Thus for the future, public awareness campaigns may be needed to improve the awareness levels among the general population and particularly among the rural population.

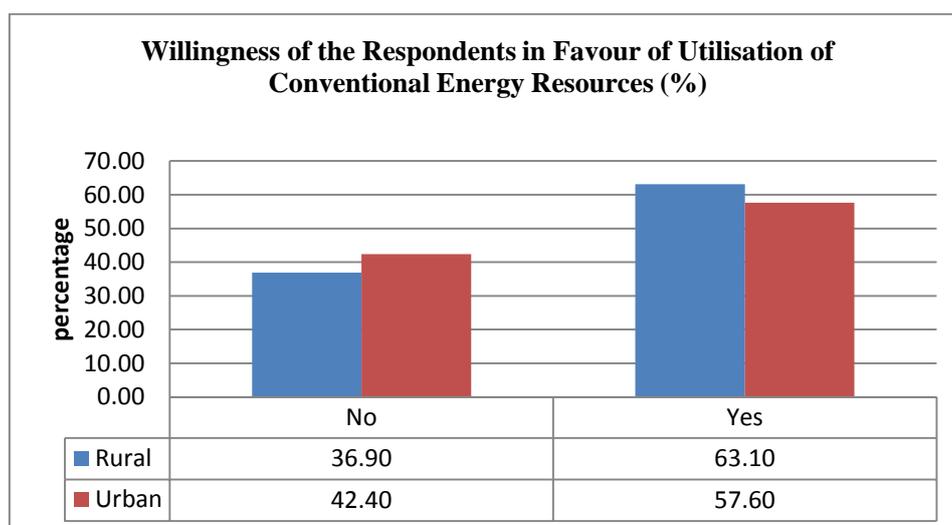


Figure 1. Willingness of the Respondents in Favour of Utilisation of Conventional Energy Resources Across the Region and Across the Rural Urban Areas

It appears that solar and hydro energy sources were the most familiar among the respondents who has knowledge about RE sources. Biogas and biomass energy sources appear unfamiliar to the respondents, then. Similarly, many respondents were also not knowledgeable about nuclear energy. But, there were still many respondents who were not knowledgeable about RE given the relatively high no response rate to this question (Table 1).

Table 1  
Knowledge of Respondents Regarding Renewable Energy Sources

Knowledge About RES	Yes	No	Did Not Respond
Nuclear energy	13.4%	25.6%	61%
Biogas energy	11%	26.4%	62.6%
Hydro energy	26.6%	17.6%	55.8%
Biomass energy	8.2%	27.9%	63.9%
Solar energy	44.3%	6%	49.7%

Source: Estimated from the survey data

When asked if the respondents will use RE in the future, majority of the respondents either agree or strongly agree to use of RE. This may suggest that RE has a good potential to be accepted in the future given the right incentives (Figure 2).

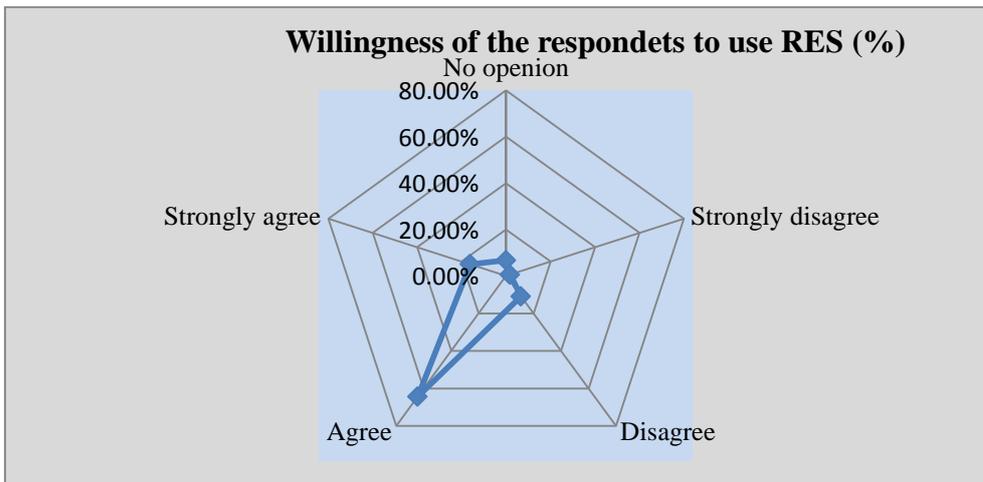


Figure 2. Agreement / Disagreement by Respondents to use of RES using 5-point Likert Scale

**Expectations of the Respondents.** Implementation of RE requires delicate planning and requires clear strategies to ensure final acceptance and adoption. There is lack of evidence about the cost effectiveness of RE, at least from the end users perspective. Malaysians are still unaware of the full implications of RE for future sustainability. Nine of ten respondents interviewed expect government, if they were to opt for RE. Some of these supports include financial incentives (38%), other mentioned tax reductions (24%) and many others expect some sort of support in helping them purchase the needed equipment.

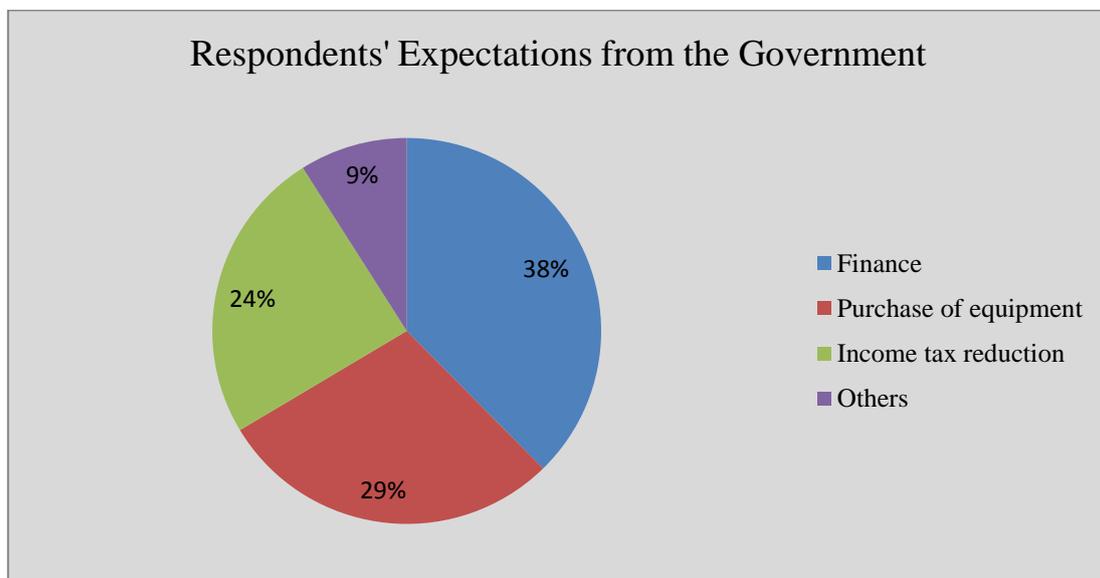


Figure 3. The Expectations of the Respondents in terms of Different Sources

**Perception of the Respondents.** Based on three Focused Group Discussions with RE stakeholders, RE was shown to have potential in both urban and rural areas. The national electricity grid in Sabah and Sarawak do not fully cover the whole state and in particular the interior parts. Energy from solar seemed to be favored in all parts of the country, except Sarawak. Stakeholders from Sarawak expressed that people of Sarawak are more interest in hydro-generated energy. The rationale being, Sarawak's topography and geography, is more suitable for energy from hydro sources. Sabah has had good experience in solar energy.

The above discussion though notwithstanding, suggests that implementation of RE may need to be done in stages where acceptance level is higher or where it is needed most. Perception of respondents is very crucial and need to be understood and changed towards greater acceptance of RE is to be implemented.

## CONCLUSION

Adoption is a five-stage process. Beal and Bohlen (1957) five-step path is shown in Figure 4. It starts with awareness and from being aware, individuals develop interest. If more people are expected to use the new innovation, larger or bigger scale efforts must be undertaken to inform the target population the need and importance of the new innovation, its advantages and its impact. Such endeavor is probably the role of the state. If people are expected to be convinced on the advantages of solar energy and its potential cost savings to the user as well as its environmental.



Figure 4. Adoption 5-step Process

To achieve the first two of the five stages, public awareness campaigns are mandatory. Mass media, social media and print media all have roles in spreading the message on the importance of RE. The industry players will need to take over the role once sufficient level of interest has been achieved. Potential clients need demonstrations on the new available technologies and their effectiveness. This is to give potential clients the opportunity to evaluate the new product and how it can benefit them in the long run. Adoption will take place once the potential client is convinced of the benefits of RE.

In summary, this paper attempts to highlight the awareness, willingness, knowledge, preferences, expectations and perceptions of the respondents in Peninsular Malaysia regarding RE. While the survey revealed that the majority of the respondents showed their willingness and they feel comfortable with the use of conventional energy source, they also revealed their willingness to use RE as a substitute of conventional energy given the right incentives or support.

Solar energy is the most popular preference of the respondents as RE followed by biomass and hydro. On the other hand, solar technology still has vast room for improvement regarding its cost effectiveness. With better and more cost effective technologies in the pipeline, solar has great potential as possible energy of the future in the country. However, some aspects of the prospect need more government's role in terms of policies and financial support to make solar an attractive long term solution to the nation's impending energy problems.

### **Acknowledgement**

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## **THE DIRECT AND INDIRECT EFFECT STRATEGIC LEADERSHIP ON COMPETITIVE ADVANTAGE, MEDIATING BY UNIQUE RESOURCES.**

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### **Abstract**

The topic of this research was strategic management in educational institutions. This research's aim empirically examined the direct and indirect effects of strategic leadership on competitive advantage and the indirect effect mediated by unique resources. This study used Alternative Structural Equation Model namely Partial Least Square. The samples comprised of 79 from 114 course chairman that had been surveyed and returned the filled questionnaire (69 percents). The result showed the significant direct and indirect effects of strategic leadership on competitive advantage, and unique resources as intervening variable. So, to create competitive advantage, the courses had to strengthen the strategic leadership and developed unique resource. The finding of this study supported Resource Based Review, had contribution to the strategic management literature, and gave importance information to both practitioners and policy makers on the subject matter.

**Keywords:** *strategic leadership, unique resource, competitive advantage, and educational quality.*

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### **INTRODUCTION**

Colleges are nonprofit organizations, but they should strive to achieve competitive advantage, so they can survive and grow continuously. Economic colleges in Jakarta that consist of Management, Accounting, Finance and Banking courses must be compete among them to get more qualified lectures, students and other resources in order to be winners. Competition is not to kill each other, but by competing to improve quality of the product, efficiency of program delivery, and provide excellent service to their main stakeholders, especially to students. The course of economic field colleges was the highest number compared with non-economic courses, so the competition was very high. Resources of the course (study program) can be internal strengths and weaknesses. How did the strategic leadership of the courses able to build, develop, and combine resources in such a way to becomes a unique resource that can be used as a source of competitive advantage of the course. This research empirically examined the direct and indirect effects of strategic leadership on competitive advantages through unique resources. The strategic management research in economic colleges in Jakarta were still very rare, so this research had given contributions to fill the gap.

## Literature Review

According to Hitt, Ireland and Hoskisson (2011: 371), Boal and Hooijberg, (2001: 522), Hinterhuber and Friedrich (2002: 191), Boal and Schultz, (2007: 412) Bass (2007: 36, 42) and Ussahawanitchakit, 2012, strategic leadership affected on the competitive advantage so that the stronger strategic leadership, the higher the competitive advantage and consequently the higher performance of its business. Strategic leadership was a key determinant that drove and explained the competitive advantage. Strategic leadership was the company's ability to develop a structure that allowed them to focus. In Willcoxson, Ireland, Hitt, and Vaydianath (2002), Ireland, Hitt and Hoskisson (2011: 371) and Abbasi, et. al., (2012: 84) were stated that the strategic leadership affected the resources. Hitt, Ireland and Hoskisson (2011: 371) shows that strategic leadership affected the competitive advantage through unique resources (combined from Barney, 1991: 99, Dess, Lumpkin, Eisner, 2008: 88, Rufaidah, 2012: 100. AL-Mfraji, 2012: 12, 16, Raduan et al, 2009: 91-92, Rose, at. al., 2010, Tuan, Phong and Takahashi, 2010: 1, 12-13, Ismail, et. al., 2012: 152, Bani-Hani and AlHawari, 2009: 98).

**Strategic Leadership.** Leadership was the ability to influence a group to achieve a vision or set of goals. Top management has been the task to set strategic goals for the organization and motivate employees to implement the plan of achieving that goal. Employees were people who change written strategy into the form of practice, so their involvement in decision making would increase their motivation and interest to perform the specific task (Robbins and Judge, 2013: 368). The definition of leadership expressed in Robbins and Judge (2013: 384) address aspects of transformational leadership. According Willcoxson, strategic leadership could be associated as transformational leadership.

Strategic leadership was expected characteristics possessed by the leader of the organization at the highest hierarchy or can also be found in all parts of the organization that fully utilize the human resource competencies and other resources, especially technology. The characteristic form of nature, ability, behavior, and capacity of strategic leadership could be associated as transformational leadership such as insight into the long-term thinking, detailed and critical information seekers, interpersonal relationship builder, able to inspire, influence, provide stimulation, were also very aware of the internal and external context, and acted as a good strategists. They made observations and interpreted organizational environment of actual and potential, build structures, processes and relationships that will maximize the effectiveness of the current organization and the organization's ability to adapt in the future (Willcoxson).

Ireland, Hitt and Hoskisson (2011: 354), stated that the competition in the 21st century global economy will be complex, challenging and full of opportunities and competitive threats. Effective strategic leadership is the foundation of success in using the strategic management process. Effective strategic leadership practices that can help improve performance in competition (competitive advantage) in a turbulent environment and can't be predicted. The practice of strategic leadership can be a source of competitive advantage. Furthermore, the use of competitive advantage which contributes significantly to achieving competitiveness and profit above the average. Al-Zoubi (2012: 234) also states that one of the strategic leadership competencies is building strategy to achieve competitive advantage.

**Unique Resources.** Resources are classified into three categories, namely physical resources, human resources, and organizational capabilities. By their nature, resource is divided into tangible and intangible (Hitt, Ireland, and Hoskisson, 2011: 78). Resource Based View (RBV) has suggested that the competitive advantage of a company should be built based on unique competency (core competency) that includes tangible and intangible resources. Not all of the resources have the potential to become a sustainable competitive advantage, but these resources are unique characterized by four attributes, namely: rare, valuable, inimitable, and can't be replaced (inability to be substituted) (Rufaidah, 2012: 88. AL-Mfraji, 2012: 16, Dess, Lumpkin, Eisner, 2008: 1-92, Barney, 1991: 99). Gibcus, Kemp, Zoetermeer (2003: 23) mentions the importance of the unique competencies of the company as a force that is not owned by competitors to achieve sustainable competitive advantage and superior performance. In Scilling (2005: 104, 109) is stated that the purpose of the company is to create value for the benefit of all stakeholders. Unique resource is important for the company to achieve the goal of creating value. Unique resource becomes a source of competitive advantage that ultimately results a high performance. Kandampully (2002: 19) stated that the value of the resource depends on information and knowledge current. The words "current knowledge" is important because as a new knowledge have the ability to change something in this world including human into a resource. It also implies that resources are worth today, tomorrow may not necessarily have the same value, if new knowledge to develop a superior replacement.

Organizational capabilities to create value in the most efficient compared to the competitors at the center of the generating sustainable competitive advantage (Peteraf and Barney, 2003: 314). In terms of superior performance and unique historical development, capability is regarded as the foundation to build a sustainable competitive advantage (Schreyoegg, G and Kliesch. 2007: 919). The results of the study by Tuan and Yoshi (2010, 1, 12-13), suggest the effect of the capability on competitive advantage and competitive advantage affect on performance. Based on Amit and Schoemaker (1993: 37-43) statement, the specific resources and capabilities of the company to be very important in explaining the performance of the company. For managers, the challenge is to identify, develop, protect, and allocate resources and capabilities in such a way that gives the company a sustainable competitive advantage, with the way the company produces a high rate of return on capital.

Njuguna (2009: 32) stated that learning within the organization helped the business to achieve sustainable competitive advantage, particularly in relation to organizational learning process that leads to a sustainable competitive advantage. Organizational learning through a company can build knowledge resources and capabilities (human capital and organizational capital) that difficult to replicate to create value that leads to superior performance.

**Competitive advantage.** Competitive advantage is defined as the difference between the value created by the company and the value created by competitors. Thus, the total value creation for customers, suppliers, and business owners should be higher than a total value created by the competitor (Spulber, 2004: 11). In the strategic management, sustainable competitive advantage is a company's advantage relative to competitors. A source of advantage can be company do something different and difficult to imitate, also known as a unique competency (core competency) (Raduan, at. Al., 2009: 494). In Resource-based theory (RBT), competitive advantage derives from

firm-specific resources that are scarce, immobility and superior in use, relative to others (Barney, 1991: 99, 101, Peteraf, 1993, Peteraf and Jay B. Barney, 2003: 311).

When an organization implements value creation strategies that are not simultaneously implemented by current competitors or potential competitors, it can be said that the organization has a competitive advantage. If other organizations can not duplicate the benefits of this strategy, then it shows that the organization has a sustainable competitive advantage (Barney, 1991: 99, AL-Mfraji, 2012: 16).

The basis of competitive advantage is the ability to create and disseminate knowledge from one part to another part of the organization. Knowledge creation is a continuous dynamic process, involving the interaction at various levels of the organization. Organizations must learn from them how to sustain the environment and produce competitive conditions that characterize success. Time is important factor that make knowledge easy to be obsolete. Learning is a source of sustainable advantage, so managers must connect with its core competencies, strategic types different all the time. Competitive advantage lies in the fact that the operation be integrated to meet demanding quality targets or specific customer needs, serve customers better in the newer way. If the rare organizational capabilities, can be maintained, or difficult to replicate, then it becomes the basic capabilities of sustainable competitive advantage and greater profit (Bani - Hani and Al Hawari , 2009: 97, 102 ).

This study looked at competitive advantage from the perspective of quality and values, which consists of three elements, namely cost-based, product-based, and service-based. Companies that have a cost advantage compared with competitors, for example, lower cost of manufacturing or production, lower raw material cost, so the product price is cheaper. Firms that experience product-based competitive advantage over their rivals, for example in terms of better and/or higher product quality, packaging, design and style, have been shown to achieve relatively better performance. Firms that benefit from service-based competitive advantage compared with their rivals, for example in terms of better and/or higher product flexibility, accessibility, delivery speed, reliability, product line breadth and technical support, have achieved comparatively better performance (Ismail, et. al., 2012: 153; Morgan et al., 2004: 94).

## Hypotheses

This study advances the following hypotheses:

H1: Strategic leadership effect directly on competitive advantage, and indirectly through unique resource.

H1a: Strategic leadership and unique resource directly effect on competitive advantage.

The mathematical equation is  $\eta_2 = \beta_1 \eta_1 + \gamma \xi + \zeta_2$  (1)

H1b: Strategic leadership directly effect on unique resource

The mathematical equation is  $\eta_1 = \gamma \xi + \zeta_1$  (2)

Where  $\xi$  is strategic leadership,  $\eta_1$  is unique resource,  $\eta_2$  is competitive advantage,  $\gamma$  is the path coefficient linking the endogenous latent variables ( $\eta_1$  and  $\eta_2$ ) with exogenous ( $\xi$ ). While  $\beta$  is the path coefficient linking the endogenous latent variables ( $\eta_1$ ) with endogenous ( $\eta_2$ );  $\zeta_j$  is a variable inner residuals.

## METHODOLOGY

Even though the economic colleges as higher education institutions are nonprofit organizations, they face competition in obtaining resources to create competitive advantages and organizational performance. They can utilize strategic management like profit organizations or firms to achieve their vision and mission by making some adaptations according to their unique characteristic as education institutions. Ismail, et al (2012: 151) stated that the main objective of business organizations in particular should strive to achieve a competitive advantage position relative to their competitors. This research was conducted in the course of economic field colleges, in Jakarta, Indonesia.

The method used for this research was survey using questionnaires. The questionnaire was given to be filled by the Chairman of the courses. There are 114 economic field courses, namely management (management, insurance management, transport management, industrial management course), accounting, and the financial and banking course. For 79 questionnaires or 69 percent which were returned, then were processed to test the hypothesis. This study used a time horizon: a cross-sectional or the research done at one time. Data collection was conducted from the end of November 2013 until the end of February 2014 (for 4 months). A structured questionnaire was used to obtain responses from the Chairman of the courses as unit observations. Using a 6-point interval scale, modified from Sekaran (2003: 191) namely strongly agree (6), agree (5), somewhat agree (4), somewhat disagree (3), disagree (2), and strongly disagree (1).

The characteristic of an educational institution is different to a firm, so the questionnaire was developed based on a modification, extension and combination of past studies on strategic leadership, unique resources, and competitive advantage. This study used a variant-based or component-based structural equation modeling by using SmartPLS 2.0. to test the model, the validity and the reliability of the models. The construct validity of the instrument was done through expert review and by testing the data.

The second order confirmatory of the latent construct variable was used to confirm the effect of the latent construct variable on the dimensions. The observed variable measured by their indicators as the first order. To determine the validity and reliability of all questions included and considered as an indicator in the model of the First Order and Second Order. The number of manifest variables or indicators used twice (repeated indicator approach), for First and Second Order (Ghozali, 2011: 84).

**Strategic leadership** consists of three dimensions, namely its ability to create a vision (as a vision creator), run strategy management process as a strategist, and become agent of change (synthesized from Robbins and Judge, 2013: 368, Hitt, Ireland, and Hoskisson, 2011: 371, Scott, et. Al.: 8, 2012: 6-8, Wheelen and Hunger, 2012: 15).

Strategic leadership consist of 22 questions, grouped into 3 dimensions, namely create visions (consist of clarity of vision, the accuracy of the mission statement, the relevance of the vision and mission, the ability to realize the vision and mission); a strategist (the ability to respond to changing internal and external environment, the accuracy of formulation strategy, the ability to implement strategies, the ability to evaluate and control); a change agent (the ability to internalize goals, the ability to set targets, the ability to motivate followers, the ability to facilitate followers, the ability to

empower followers, the confidence on the followers, and the ability to evaluate and provide feedback).

The construct validity of the strategic leadership and the dimension of strategic leadership that consist of a vision creator, a strategist and a change agent, the results are shown with the scores of AVE (Average Variance Extracted). The AVE of strategic leadership and their dimension  $> 0.5$ , mean all constructs are valid. Cronbachs Alpha values all above 0.70 indicates construct reliability eligible. Composite reliability is all above 0.80 indicate very good reliability (Ghozali, 2011: 115-116). R Square of the vision creator is 0.70, the strategist is 0.91, and the change agent is 0.77. This means that the variability of the vision creator, the strategist and the change agents can be explained by the strategic leadership in accordance with its R square.

Inner model of strategic leadership show that path coefficients  $> 0.05$  and t statistics  $> 1.96$  for the third dimension of strategic leadership, mean that strategic leadership has significant influence on its dimensions, with a 95 percent confidence level. Outer model of strategic leadership shows the factor loading of strategic leadership's dimensions  $> 0.50$  and t statistic  $> 1.96$ , mean that its dimensions have high and significant convergent validity, with 95 percent confidence level. The cross loading value of strategic leadership show that the value of the construct indicator's loading each dimension of strategic leadership (as a vision creator, a strategist, and change agent) higher than the value of the construct indicator's loading from other dimensions. Thus, the strategic leadership's dimensions have good discriminant validity. These mean that all the indicators as outlined in the statement on the questionnaire to measure empirically the strategic leadership has qualified validity of the instrument (to measure what should be measured).

**Unique resource** as a latent variable consists of three dimensions, namely the tangible resource, intangible resource and organizational capability, each with its indicator as the first order, and second order to measure the validity and reliability of the variable. The resources must be valuable, rare, not easily to be imitated and not easily to be replaced (adopted and combined from Barney, 1991, Dess, Lumpkin, Eisner, 2008: 91-92, Raduan et. al., 2009: 493-494, Ismail et. al (2012: 152, 154) and Morgan, et . al . (2004 : 94-95).

There are 14 questions in the questionnaire of the unique resource variable, with detailed dimensions of tangible resource consist of 6 questions (the capital adequacy of financial and revenue sources, the availability of facilities and infrastructure, the use of technology, the support of organizational structure) intangible resource consist of 1 question (achievement of reputation), and organization capability consist of 7 questions (the human resource management competency, operations management competency, information systems management competency, competence of research and development, financial management competency, and marketing management competency).

AVE show that the value of each construct of unique resource as a latent variable and tangible resource, intangible resource, and organizational capability as dimensions, all  $> 0.50$  that mean all construct are valid. Cronbach Alpha values all above 0.70 indicates construct reliability are eligible. Composite reliability of unique resource as a latent variable and tangible resource, intangible resource, and organizational capability as the dimensions, are all above 0.80 indicate very good reliability (Ghozali, 2011: 115-116). R Square of tangible resource 0.86, intangible resource 0.61, and organizational capability 0.91. This means that the variability of the

tangible resource, the intangible resource and the organizational capability can be explained by the unique resource in accordance with its R square.

Path Coefficient values of the inner models are all greater than 0.05, and t statistic  $>1.96$ , mean that the unique resource variable has a significant effect on tangible resource, intangible resource, and organizational capability. In addition, in the outer model, each indicator to measure the dimensions in first order and each repeated indicator to measure the unique resource variable in second order shows a loading factor greater than 0.50, means that each indicator has a good convergent validity, except one indicator namely  $y_{16}$ , the indicator of tangible resource. Indicator  $y_{16}$  poured in the form of a statement: "Revenue institutions largely derived from students". So, the indicator was dropped from the model.

Each indicator of each dimension (tangible resource, intangible resource, and organizational capability) except  $y_{16}$  has a cross loading value greater than other dimensions, that mean each indicator has a good discriminant validity value (refer to Ghozali, 2011: 186). These mean that all the indicators as outlined in the statement on the questionnaire to measure empirically the unique resource variable has qualified validity of the instrument (to measure what should be measured).

**Competitive advantage** consists of three dimensions, namely cost advantage, product advantage, and service advantage that were measured by indicators from the dimensions as first order confirmatory. Variable Competitive Advantage using thirteen indicators of as repeated indicators to be second order confirmatory variable consists of 15 questions grouped in three dimensions, cost advantage (3 questions of cost efficiency), product advantage (2 questions of product quality, 1 question of product uniqueness) service advantages (9 questions consist of 2 questions of the quality of administrative services, 2 question of the quality of academic services, 2 question of reliability, and 3 questions of empathy). The dimensions of competitive advantage is the cost advantage, product excellence, and excellence of service (adapted and combined from Michael Porter, 1989 in Wheelen and Hunger, 2012: 135, 186, Mustafa, et. Al., 2012: 67, Dess, Lumpkin and Eisner, 2008: 156-157, Abdullah, 2006: 44, Treacy and Wiersema, 1996 in Knapp, Karl, R., 2001: 10).

Competitive advantage has good construct validity (AVE) and reliability based on composite reliability, as well as Alpha Chonbach. The value of AVE  $> 0.50$  for all construct of competitive advantage and its dimensions. R Square of product advantage 0.50, cost advantages 0.70, and service advantage 0.95. This means that the variability of the cost advantage, the product advantage and the service advantage can be explained by the competitive advantage in accordance with its R square.

Inner model of competitive advantage suggests that all path coefficients were greater than 0.05 indicate a positive influence of the variable to the model dimensions as reflective. On the outer loading models seen that all the above factors in 0.50, which means its convergent validity was excellent (Ghozali. 2011: 115) Cross loading value of competitive advantage show good validity discriminant value as evidenced by the value of the correlation indicator of the construct each dimension cost advantage, product advantage, and service advantage higher than the value of the correlation indicator construct of other dimensions (referring to Ghozali , 2011: 186). These mean that all the indicators as outlined in the statement on the questionnaire to measure empirically the competitive advantage variable has qualified validity of the instrument (to measure what should be measured).

**The construct of strategic leadership, unique Resource, and competitive advantage** as latent variables have AVE over 0.50, mean all of the construct are valid. All Cronbach Alpha values of strategic leadership, unique resource, and competitive advantage above 0.70 indicate that construct reliability are eligible. All Composite Reliability of strategic leadership, unique resource, and competitive advantage, above 0.80 indicate very good reliability (Ghozali, 2011: 115-116). R Square of unique resource is 0.64, and competitive advantage is 0.55. This means that the variability of the unique resource can be explained by the strategic leadership in accordance with its R square, 64 percent. The variability of competitive advantage can be explained by strategic leadership and unique resource in accordance with its R square, 55 percent. These mean that all the indicators of strategic leadership, unique resource, and competitive advantage as outlined in the statement on the questionnaire (the instrument) to measure empirically those variables have qualified validity (to measure what should be measured).

Cross loading value of strategic leadership, unique resource, and competitive advantage have a good validity discriminant value as evidenced by the value of the correlation indicator of the construct each dimension cost advantage, product advantage, and service advantage higher than the value of the correlation indicator construct of other dimensions (referring to Ghozali , 2011: 186). These mean that all the dimension as outlined in Figure 1 and Figure 2 to measure empirically the strategic leadership, unique resource, and competitive advantage variable has qualified validity of the dimensions (to measure what should be measured).

## RESULT AND DISCUSSION

The algorithm calculations by SmartPLS 2.0, were used to test the hypothesis and to know the validity and reliability of the instruments and the models. To determine the significance (t statistic) of the path coefficients values was used bootstrapping calculations. The path coefficient value of the strategic leadership that shows its effect on the unique resource is significant. The path coefficient value of the strategic leadership shows that its effect on competitive advantage is significant. The path coefficient value of the unique resource effect on competitive advantage is significant (see Figure 1 and Figure 2) with t statistic smaller than 1.96, but greater than 1.65. The t statistic 1.96 indicates confidence level of 95 percent while the t statistic 1.65 indicates 90 percent confidence level, so the significant of the path coefficient value of the unique resource effect on the competitive advantage still high between 90 and 95 percent. All of the path coefficient value of the variables qualified  $> 0.05$  and t statistic above 1.96.

The convergent validity of each dimension for all variables above 0.50 and t statistic above 1.96, it shows by loading factors in Figure 1 and Figure 2. It means that all dimension of the research variable have good convergent validity. The cross loading values have proved that each indicator of strategic leadership, unique resource, and competitive advantage variables have a good and significant discriminant validity. The total effect of the strategic leadership on the competitive advantage is 0.790, with t statistic 14.98. So, the strategic leadership has significant direct and indirect effect on the competitive advantage. The direct effect of strategic leadership effect on competitive

advantage is 0.629, so the indirect effect of strategic leadership on competitive advantage through the unique resource is  $0.790 - 0.629 = 0.161$ . So, the hypothesis 1 is proved.

Path coefficient values further included in the equation hypothesis

H1a: Strategic leadership and unique resource directly effect on competitive advantage.

$$\text{The mathematical equation is } \eta_2 = \gamma\xi + \beta_1\eta_1 + \zeta_2 \quad (1)$$

H1b: Strategic leadership directly effect on unique resource

$$\text{The mathematical equation is } \eta_1 = \gamma\xi + \zeta_1 \quad (2)$$

$$\text{Where } \zeta_i = \sqrt{1 - R^2} \quad (3)$$

H1a: Strategic leadership and unique resource directly effect on competitive advantage is proved

To find the residual of the inner variable  $\zeta_2$  using the formula the equation (3), that is  $\zeta_2$

$$= \sqrt{1 - R^2} = \sqrt{1 - 0.643407} = 0.5972$$

Using the equation (1), the result is  $\eta_2 = 0.629320 \xi + 0.211212 \eta_1 + 0.5972$

H1b: Strategic leadership directly effect on unique resource is proved and the hypothesis is accepted.

To find the residual of the inner variable ( $\zeta_1$ ) using the formula the equation (3), that is

$$\zeta_1 = \sqrt{1 - 0.552945} = 0.6686$$

Using the equation (2), the result is  $\eta_1 = 0.762687 \xi + 0.6686$

This finding support what were stated by Hitt, Ireland and Hoskisson (2011: 371), Boal and Hooijberg, (2001: 522), Hinterhuber and Friedrich (2002: 191), Boal and Schultz, (2007: 412) Bass (2007: 36, 42) and Ussahawanitchakit, 2012, that strategic leadership affect on the competitive advantage. To improve competitive advantage, the course of economic field in Jakarta, Indonesia should strengthen their strategic leadership. According to path coefficient and R Square of the dimensions of strategic leadership, it can be make priorities, first, improve the management strategic process as strategist, second, as change agents, the priorities also can be made based on the score of the loading factors. The third is the leaders should be defined the course vision as clear, realistic, and relevant as possible based on the institution's vision. Strategies must be chosen, implemented, and evaluated by using steps of strategic management process to achieve competitive advantages.

The finding strengthen the statement of Willcoxson, Ireland, Hitt, and Vaydianath (2002), Ireland, Hitt and Hoskisson (2011: 371) and Abbasi, et al., (2012: 84) that the strategic leadership affect the resources. Strategic leaders should be able to develop and combine the organizational capabilities of the course and the tangible resources to create excellence reputation as intangible resource. The finding also support statement of Wernerfelt (1984) and Spulber (2004 that specific resources were identified as the source of competitive advantage and in accordance with the RBV recommendation that competitive advantage of a firm should be develop based on unique competence which encompass tangible and intangible resources. Not all of the resources own by the company has the potential to become a sustainable competitive advantage, but these resources are unique characterized (Rufaidah, 2012: 88. AL-Mfraji, 2012: 16, Dess, Lumpkin, Eisner, 2008: 1-92, Barney,1991: 99).

To create the uniqueness of the resource, the economic field course should make priorities. The first priority is to develop its organizational capability, then used the specific organizational capabilities to combine in such way the capabilities and tangible resource to improve the reputation as intangible resource. It is consistent with the R Square size order of the dimensions of the unique resource variable. The R Square size order of the dimensions of competitive advantage as follow: the first is service advantage, the second is product advantage, and the third is cost advantage. Focus to develop competitive advantage, should be consistent with the order size of its R Square.

Effective strategic leadership is the requirement of the successful of strategic management's process. Strategic leadership requires the ability to anticipate events, the possibility of seeing the vision, maintain flexibility, and empower others to create strategic change. Top management is an important institution resource to build and exploit competitive advantage. When they are and what they do is worth, is rarely owned by another institution, not easily imitated and not replaced, then the strategic leadership becomes a source of competitive advantage. Top management team consisting of key managers who play a very important role in selecting and implementing institution strategy. In general, they are employees of the corporation and the board of directors or members. The characteristics of the top management team, the company's strategy and its performance all interrelated (adapted from Hitt, Ireland and Hoskisson, 2011: 371). Hitt, Ireland and Hoskisson (2011: 371) shows that strategic leadership affect the competitive advantage through unique resources (also combined from Barney, 1991: 99, Dess, Lumpkin, Eisner, 2008: 88, Rufaidah, 2012: 100. AL-Mfraji, 2012: 12, 16, Raduan et al, 2009: 91-92, Rose, at. al., 2010, Tuan, Phong and Takahashi, 2010: 1, 12-13, Ismail, et. al., 2012: 152, Bani-Hani and AlHawari, 2009: 98) support by this research finding.

## CONCLUSION

Even tough economic field courses are non-profit oriented, they should use strategic management process to create competitive advantage. The result of this research has shown that competitive advantage is affected by strategic leadership and unique resource. Its means that to create competitive advantage, the course should be strengthen the strategic leadership to develop and combine its resources in such a way to be unique resource as the source of competitive advantage. The R Square size order of the dimensions of strategic leadership, unique resource, and competitive advantage variable, can be used as a guide to formulate the steps to be taken on a priority basis. The result of this research supports the finding before and proof that course of economic colleges in Jakarta can take the benefit of strategic management theories and best practices to find new knowledge as the source of competitive advantages. The limitation of this research is that the population and samples only cover the courses of economic field colleges in Jakarta Indonesia, used quantitative approach with survey method. The data was taken from the respondents (the chairman of the course) based on their perception that influenced by many factors that did not include in this research. Further research is needed with wider population and sample, involve other stakeholders.

**APPENDIX**

The Hypothesis Test Result

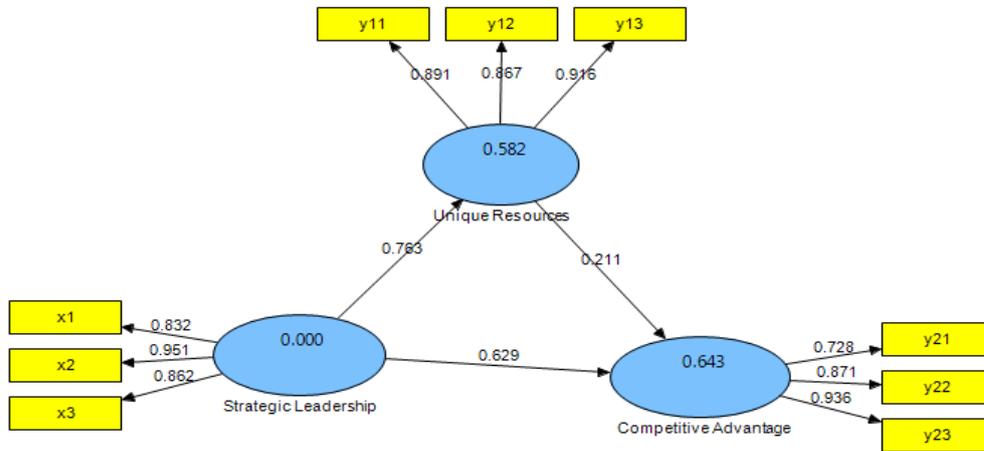


Figure 1. The Result of Hypothesis Testing by Algorithm Calculation

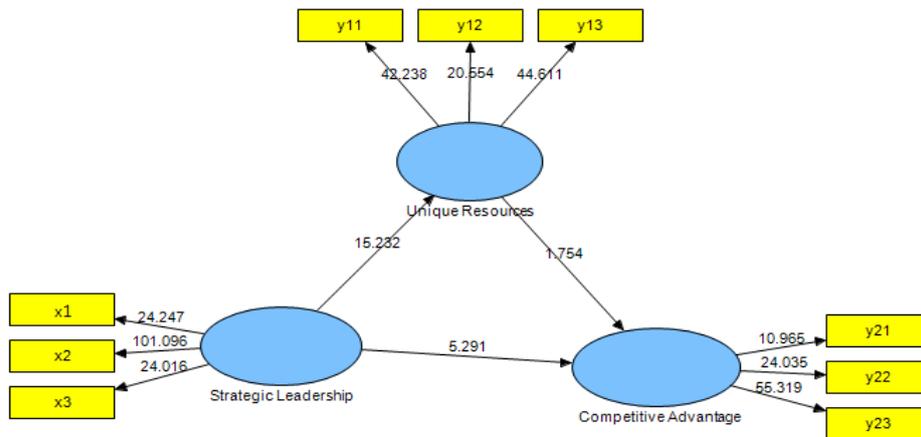


Figure 2. The Result of Hypothesis Testing by Bootstrapping Calculation that show t Statistic values

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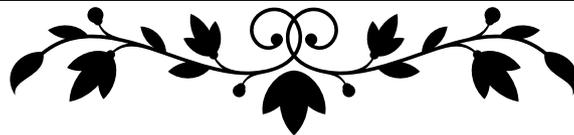
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# **SCIENCE, ENVIRONMENT AND TECHNOLOGY**

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## COMPUTERIZED ADAPTIVE TESTING AS AN INNOVATION FOR INDONESIAN NATIONAL EXAMINATION

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### Abstract

This paper discusses a feasibility study of innovating new assessment tool for Indonesian National Examination (NE). The proposed tool would shift test practices from using traditional Paper and Pencil (P&P) into embedding Computerized Adaptive Test (CAT). Since 1980 Indonesian has regulated NE. The Ministry of National Education (MONE) and all related offices from national, provincial to district level mobilize resources to bring the NE success. Some issues reported however, NE faces challenges from test material distribution get to schools late, rumors of NE key answers' exposures, until some ideas of cancelling NE. The above reported phenomena are only a glance of NE. In fact, NE could be simplified by integrating CAT technology. CAT which was introduced in early 1990s in the US has been used in different sectors; education, health and human force selection. Outside the US, such as Netherlands, Germany, South Korea, Taiwan, China, Singapore and Thailand have developed CAT for their education sector, such as for Math, English and Chinese. As part of CAT development process, item bank is a prerequisite. Therefore, 300 items in Biology for Grade 9<sup>th</sup> were constructed and tested to 2238 students. Collected data was analyzed with Item Response Theory (IRT) to get its scales before technically integrated into the system. Then, CAT procedures were set up (*demo version is available*). To conclude, it is feasible to embed CAT into NE and this would make NE become simpler. Test takers can sit for NE even from far away and the computer will adaptively estimate test takers' ability and provide report on real time.

**Keywords:** *National Assessment, Adaptive Test, Science Education*

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### INTRODUCTION

Assessment is a process of estimating test taker's proficiency against coordinate system/scale (Reckese, 2009). The scale is a description of the spread probability distribution of abilities measured. To achieve this purpose in school setting for example, assessment tools are developed by teachers. The tool can be varies from questions/ items, essay, stimuli, instruction and so forth. After studied its reliability and validity, and scaled, assessment is conducted. For most practices, it is conducted by Paper and Pencil (P&P) test.

For a larger scale assessment such as *Ujian Nasional/ Ujian Akhir Nasional (UAN/UN)*-National Examination (NE), the process could face challenges when this classical mode of assessment is used. The challenges relate to implementation covers fund spending, human resources management and workload. It inevitably some obstacles would come up such as test material transportation, material exposures, assessment monitoring, test time consuming, and so on. Integrating technology would be an alternative solution

offered. This study is looking on the feasibility of innovation Computerized Adaptive Test (CAT) to be part of the solution for future NE. Biology for Grade 9<sup>th</sup> as a content and Aceh Junior Secondary School (JSS) students were sample are as limitation of the study.

### **Indonesian National Examination and Computerized Adaptive Testing (CAT)**

**Indonesian National Examination.** As the 4<sup>th</sup> populous country, Indonesia has been facing a challenge to improve quality of education all over the country (Firman and Tola, 2008). One of the efforts has been made was to regulate an annual National Examination (NE) to oversee students' performance on Indonesian's wide since 1980 (MONE, 2012). Based on the NE result, quality improvement program is generated. The NE items are constructed by experts and the implementation of NE is managed by the central government in Jakarta (BSNP, 2013). In 2014, more than 6 million students participate in examination; grade 9<sup>th</sup> (about 4 million participants) and grade 12<sup>th</sup> (about 2.5 million; SMU 1.632.757; SMK 1.171.907 (Liputan6, 2014). Various subjects assessed, particularly Indonesian language, Math and Science (Physics, Chemistry and Biology), and English. Besides, elective language also assessed for Grade 12<sup>th</sup> such as France, Japanese and Arabic (Sulistyo, 2009; MONE, 2012; Republic of Indonesian, 2013).

The implementation of NE so far is by using traditional Paper and Pencil (PP) test in combination with computer answer sheets. The answer sheet will be scanned to know students' performance and the result is analyzed and inferential statistic made (Maryono and Purnama, 2012). This process takes a lot of efforts and money spending every year for printing documents, transporting them to 33 provinces involving large number of teachers, principals, and other education actors (MONE, 2010; BSNP, 2013). Since it is a large scale assessment as described, a lot of managerial challenge has been reported such as lateness of getting test material to schools. Item security and key answers' exposure also other prolong challenge have been accompanied the NE. This situation seemed to be extended unless the way of NE's implementation is to be simplified by integrating technology such as CAT.

**Computerized Adaptive Testing (CAT).** From the time of its inventory, computer has been playing role in educational measurement (Segall, 1996). Computer has been used in two way; 1) computer as a tool which usually called Computer Based Test, CBT (Weiss, 2011) and also called *Computer Assisted Test* (CAT) and; 2) computer which had been further programmed for a test such as *Computerized Adaptive Testing* (CAT).

CAT was developed during 1980s and firstly used in educational assessment was Graduate Record Examination (GRE) in 1996 (Meijer & Nering, 1999). Besides GRE, there are also other CAT systems available, such as Graduate Management Admission Test (GMAT); Scholastic Aptitude Test (SAT) and Test of English as a Foreign Language (TOEFL). Outside US, CAT is available for Math in the Netherlands (van der Linden and Glass, 2002); CAT for Chinese language and Math in Taiwan (Wang, Kuo and Chao, 2011; Wang, Kuo, Tsai and Liao, 2012); CAT for Math assessment in South Korea (Chae, Kang, Jeon and Linacre, 2000). As far as reference available, an initiative effort to developed CAT in Indonesia has been started for Indonesian language (Kustiyahningsih and Cahyani, 2013). It involved 176 students from JSS SMP 1 in East Java, to see CAT precision estimate between two groups of students' performance in Indonesian language.

## METHOD

**Participants.** Participants of this research were 2238 (originally 2314) grade 9<sup>th</sup> students from 24 Junior Secondary School, aged between 13 to 14 years old. About 40% of the number were boys (1019) and 60% of them were girls (1219). While, classifying gender into types of schools, there were 738 boys and 933 girls at public schools, and 281 boys and 286 girls in private schools. While, looking into location, there were 392 boys and 452 girls at rural schools of 4 districts, and were 627 boys and 767 girls at urban schools in the capital city area, Banda Aceh.

**Assessment Framework.** Assessment framework on this research refers to how the assessment is designed. The framework is as can be seen on the following graph:

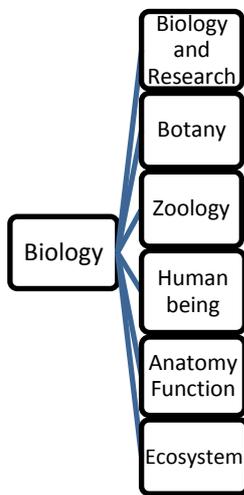


Figure 1. Of Assessment framework for Biology

This framework suggests multidimensionality of 6 Biology domains assessed; Biology and research (domain 1), botany (domain 2), zoology (domain 3), human being (domain 4), human anatomy function (domain 5) and ecosystem (domain 6). Since item calibration of this study used ConQuest (Wu, 2012), 2 Parameter Logistic (2PL) of item difficulty ( $b$ ) and item discrimination ( $a$ ) are considered:

$$P_{x=1} = \frac{1}{1 + \exp^{-a(\theta - b_1)}}$$

Mean square (MNSQ) value considered was ranged from  $< 0.8$  to  $> 1.20$ . This is in line with consideration of Programme for International Student Assessment (PISA) (OECD, 2012).

**Instrumentation.** Based on the framework, items were constructed, and there were 300 items in total. The items were constructed by a team of Biology teachers. The items have also been reviewed by Biology Department from local university, Aceh Indonesia.

**CAT Procedures.** CAT Procedures used for initialization: ability estimate ( $\theta$ ) of test taker as 0. In item Selection: maximum information and maximum expected precision

and based on the item information. For ability estimation: maximum likelihood estimation joining with EAP (Expected A Posterior) for early stage item administration. MAP (Maximum A Posterior) used when more number of items is administered (Reckese, 2009). While, for stopping rule: varying test length (Chae, Kang, Jeon and Linacre, 2000).

**RESULT**

**Biology Scale.** After running some computational process, Biology scale on over all scale and 6 domain scales are developed. ConQuest software (Wu, 2012) was used and iteration was conducted repeatedly with different codes, such as number iteration and nodes, until the most appropriate model fit is found. Multidimensional 6 domain scales is a follows:

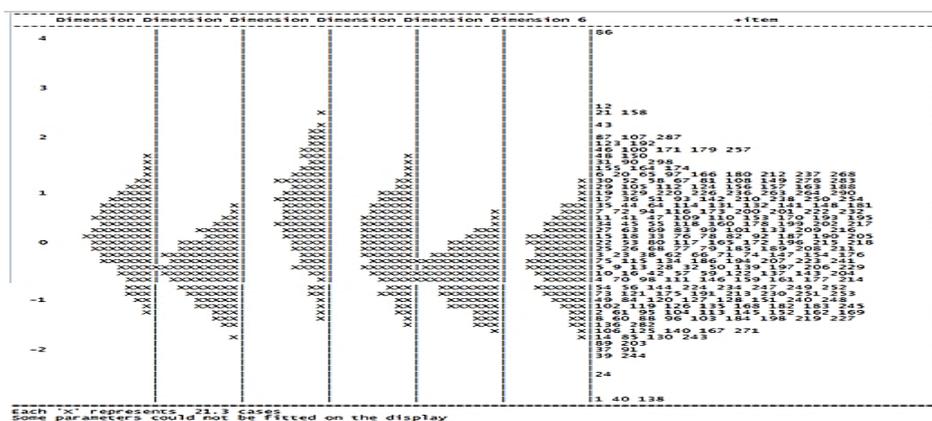


Figure 2. of Biology 6 domain’s scales

From the above figure, it can be seen that domain 3 has most difficult items where it requires about 2.6 ability value, to answer items correctly. On the opposite, domain 2 has the easiest item where test taker needs to have -1.8 to get its items correctly. Looking on the distribution, it shows three patterns where domain 2 and 4 distribution is much more concentrated and the range between -1.8 to 0.8.

**CAT system.** CAT system is still an on-going development and adjustment. To get into the system, test taker will be provided with identity and password.

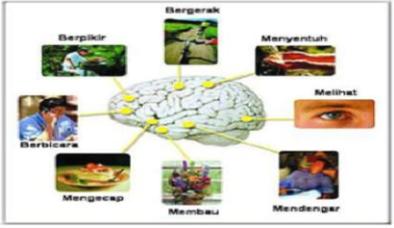
Example of item:



Perhatikan gambar berikut:

Pusat penglihatan di otak besar terdapat di bagian:

- lobus olfaktorius
- lobus oksipitalis
- lobus temporalis
- lobus parietalis



The system has two sides; test-taker side and administrator's side. For test-taker side, there will be items and alternative choices and report card at the end of the test. While on administrator's side, there will be other component monitoring test taker process.

**Report card.** The system is also equipped with a report card as individual result of the test. The report provides basic information of test taker and generates summary of the performance and suggestion. It also casts diagnostic result in multi domains tested.

## CONCLUSION

To conclude, it is feasible to embed CAT into NE. Test takers can sit for NE even from far away and the computer will adaptively estimate test takers' ability and provide report on real time. Since it is an on-going process, the study will accomplish further steps of input all items into the system and do simulation for acceptable Standard Error (*SE*) of the system. While, web design and interface decoration are other tasks to be completed before the system is ready to be tested. Future work is writing manual on how to use the system so that provide information of using the system properly.

It implied that, if the CAT plays role in NE, this would make NE simpler considering managerial and administrative issues in its implementation. Further, embedding technology in assessment would make NE more accountable. Thus, NE role as a tool to improve quality of education can be achieved.

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## **SIMULATION OF TEMPERATURE EFFECT ON UNIFORM FIBER BRAGG GRATINGS USED TRANSFER MATRIX METHOD (TMM)**

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### **Abstract**

This paper discusses simulation of the effect of temperature on the uniform Fiber Bragg Grating. When fiber core is heated then the effective refractive index changes with temperature. The first, we use temperature effect in refractive index in FBG to predict the change of refractive index by temperature, the effect will be put into calculation using Transfer Matrix Method (TMM). The second, we use fractional wavelength shift change temperature equation, and then put into calculation using Transfer Matrix Method (TMM). To calculate the effective refractive index, the bisection method has been analysis to find the effective index with input Bessel function optical fiber at LP mode. By using the Transfer Matrix Method, we can determine reflection on uniform Fiber Bragg gratings. From the wavelength shifting we can see temperature sensitivity value in the second method. We compare results of both methods and calculate the difference temperature sensitivity.

**Keywords:** *Uniform Fiber Bragg Gratings, effective index, Transfer Matrix Method, LP mode*

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### **INTRODUCTION**

The Bragg wavelength on FBG is also sensitive to temperature, it's means that fiber Bragg gratings can be used as sensing elements in optical fiber telecommunication. Application of the temperature effect are tunable UDWDM, DWDM, WDM FBG filter for Passive Optical Network Access (M. Ferchichi, M. Najjar, and H. Rezig, 2008); temperature sensor for biomedical application (G. GOPALAKRISHNAN and al, 2008); bimetal temperature sensor for Solar Panel Inverters (Mohd Afiq Ismail and freinds, 2011); etc.

This paper will be presented in two approach to determine the temperature effect on uniform FBG. The method used to determine reflection on FBG is Transfer Matrix Method. From simulation result we can see Bragg wavelength that shifting with temperature. We also can get some other parameter, as bandwidth and peak value from Bragg wavelength.

**Principle Fiber Bragg Gratings.** It is important to know basic theory of FBGs to understand how work. A grating is a device that periodically modifies the phase or the intensity of a light wave reflected on, or transmitted through it (Radek Helán, 2007). The propagating wave is reflected, if its wavelength equal Bragg resonance wavelength,  $\lambda_{Bragg}$ , in the other case os transmitted. At uniform FBG, the uniform means that the grating period,  $\Lambda$ , and the refractive index change,  $\delta n$ , are constant over whole length of

the grating. The equation relating the grating spatial periodicity and the Bragg resonance wavelength given by (Radek Helán,2007 ; Kasap,R, 2009)

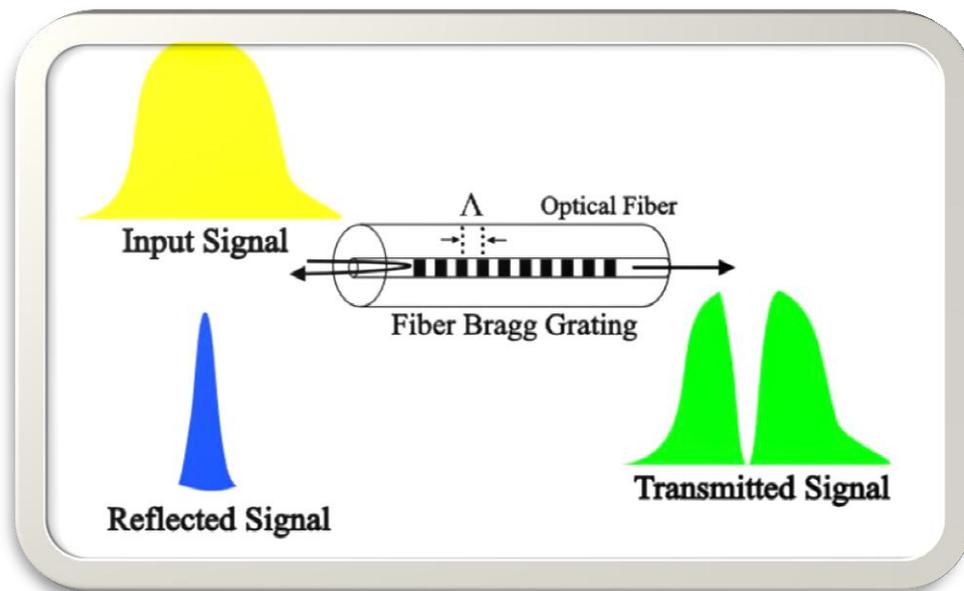


Figure 1. Schematic diagram of structure and spectral response of FBG, adapted from theory in Development of Fiber Bragg Grating Based Temperature Sensor System.

**Coupled Mode Theory and TMM.** Coupled Mode Theory is a method to analyse the light propagation in perturbed or weakly coupled waveguides. The basic idea of the Coupled Mode Theory method is that the modes of the unperturbed or uncoupled structures are defined and solved first [9]. Assuming the ideal mode-approximation, transverse component of the electric field is a superposition of ideal modes in waveguide with no perturbation (Ho Sze Phing and friends,2007 ; Erdogan, T, 1997):

$$E_t(x, y, z, t) = \sum_j [A_j(z) e^{j\beta_j z} + B_j(z) e^{-j\beta_j z}] e_j^t(x, y) e^{-j\omega t} \tag{1}$$

where  $A_j(z)$  and  $B_j(z)$  are the slowly varying amplitudes of the  $j_{th}$  mode travelling in  $+z$  and  $-z$  direction,  $e_j^t$  are transverse mode fields which describes LP radiation modes. The presence of perturbation in waveguide structure leads to coupling of the travelling modes and transverse coupling coefficient  $K_{kj}^t$  between modes  $j$  and  $k$  is given by

$$K_{kj}^t = \frac{\omega}{4} \int_{-\infty}^{\infty} \Delta \epsilon(x, y, z) e_k^t(x, y) e_j^{t*}(x, y) dx dy \tag{2}$$

When perturbation takes place the amplitudes  $A_j(z)$  and  $B_j(z)$  of  $j_{th}$  mode in  $+z$  and  $-z$  directions can be written as (Konrad Markowski, Tomasz Osucha,2013; Ikhlef,A,2012):

$$\frac{dA_j}{dz} = -j \sum_k A_k e^{j(\beta_j - \beta_k)z} + B_k e^{j(\beta_j + \beta_k)z} K_{kj}^t(z) \tag{3}$$

$$\frac{dB_j}{dz} = j \kappa A_k e^{-j \beta_j + \beta_k z} + B_k e^{-j \beta_j - \beta_k z} K_{kj}^t(z) \quad (4)$$

Solving these equation coefficients for transfer matrix method (TMM) are found. An uniform FBG can be described by only one matrix given by (Konrad Markowski, Tomasz Osucha, 2013, Erdogan, T, 1997):

$$T = \begin{pmatrix} \cosh \gamma_B L & -j \frac{\sigma'}{\gamma_B} \sinh \gamma_B L & -j \frac{\kappa}{\gamma_B} \sinh(\gamma_B L) \\ j \frac{\kappa}{\gamma_B} \sinh(\gamma_B L) & \cosh \gamma_B L & +j \frac{\sigma'}{\gamma_B} \sinh \gamma_B L \end{pmatrix} \quad (5)$$

where  $\sigma'$  is general DC self-coupling coefficient,  $\kappa$  is AC coupling coefficient and  $\gamma_B$  is derived from the following equation :

$$\gamma_B = \sqrt{\kappa^2 - \sigma'^2} \quad (6)$$

$T$  matrix, which describes an uniform Bragg grating, combines input and output complex amplitudes of electromagnetic wave, as it is commonly written in the following form (Konrad Markowski, Tomasz Osucha, 2013):

$$\begin{pmatrix} a_0 \\ b_0 \end{pmatrix} = T \begin{pmatrix} a_M \\ b_M \end{pmatrix} \quad (7)$$

where  $a_0, b_0$  are input complex amplitudes of electromagnetic wave propagating in  $+z$  and  $-z$  direction and  $a_M, b_M$  are output complex amplitudes of electromagnetic wave travelling in  $+z$  and  $-z$  direction. In order to calculate basic characteristics of FBG it is necessary to determine the right boundary conditions (i.e.  $a_0 = 1$  and  $b_M = 0$ ), and thus the matrix equation (9) takes the following form (Konrad Markowski, Tomasz Osucha, 2013 ; Karim, F., Seddiki, O, 2009):

$$\begin{pmatrix} 1 \\ b_0 \end{pmatrix} = \begin{pmatrix} T_{11} & T_{12} \\ T_{21} & T_{22} \end{pmatrix} \begin{pmatrix} a_M \\ 0 \end{pmatrix} \quad (8)$$

The reflection coefficient is calculated by the relation:

$$R \lambda = \frac{b_0}{a_0} = \frac{T_{21}}{T_{11}} \quad (9)$$

**Temperature affects in Refractive Index of Silica.** Temperature has effect to the material, the rising temperature make the electrons of material move faster. The thermo-optic effect is a phenomenon by which the refractive index of a substance changes with temperature (Nasrulloh, 2012). In silica glass, this effect is characterized by an increase in the refractive index as the temperature rises.

The effective thermo-optic coefficient are depend on the waveguide materials including the refractive index, density, heat capacity, thermal conductivity and temperature (Francesca Magno and friends, 2006). The Sellmeier coefficients at any

temperature  $T$  are computed from the room temperature and the smoothed  $dn/dT$  values by calculating the refractive indexes from the relation (Disra Afgiral, 2010).

$$n_T = n_R + (T - R) \left( \frac{dn}{dT} \right) \quad (10)$$

Where  $T$  is the temperature in  $^{\circ}\text{C}$ ,  $R$  is the room temperature,  $n_T$  and  $n_R$  are the refractive index at  $T$  and at room temperature, respectively.  $dn/dT$  is the thermo optic constant of the silica waveguide and the value of silica is  $10^{-5} \text{ } ^{\circ}\text{C}^{-1}$ . (Robert R. McLeod)

**Temperature Sensitivity.** Temperature has effect to material if temperatures change. Usually, rising temperature make the ions of material move faster. In application of Bragg grating, there is a shift in the center of wavelength because the thermal expansion changes the grating period and the index of refraction. If temperature rises, the grating period will longer and the index of refraction will higher. This fractional wavelength shift for a temperature change ( $\Delta T$ ) could be written as (Liau Qian Yu, 2013):

$$\Delta\lambda_{B(t)} = \lambda_B \alpha + \zeta \Delta T \quad (11)$$

where

$$\begin{aligned} \alpha &= \frac{1}{\Lambda} \frac{\partial \Lambda}{\partial T} && = \text{the thermal expansion coefficient} \\ \zeta &= \frac{1}{n_{\text{eff}}} \frac{\partial n_{\text{eff}}}{\partial T} && = \text{the thermo-optic coefficient} \\ \Lambda &&& = \text{grating period} \\ \Delta T &&& = \text{temperature change} \end{aligned}$$

The value of  $\alpha$  for the fiber (approximately)  $0.55 \cdot 10^{-6}$  for silica and  $\zeta$  is (approximately)  $8.6 \cdot 10^{-6}$  for the Germania-doped silica core fiber.

## RESULT AND DISCUSSION

**Temperature effect in refractive index of FBG.** The parameter used for simulation are core refractive index = 1.46, cladding = 1.458,  $\lambda = 1550 \text{ nm}$ ,  $T = 27\text{-}500 \text{ Celcius}$ .

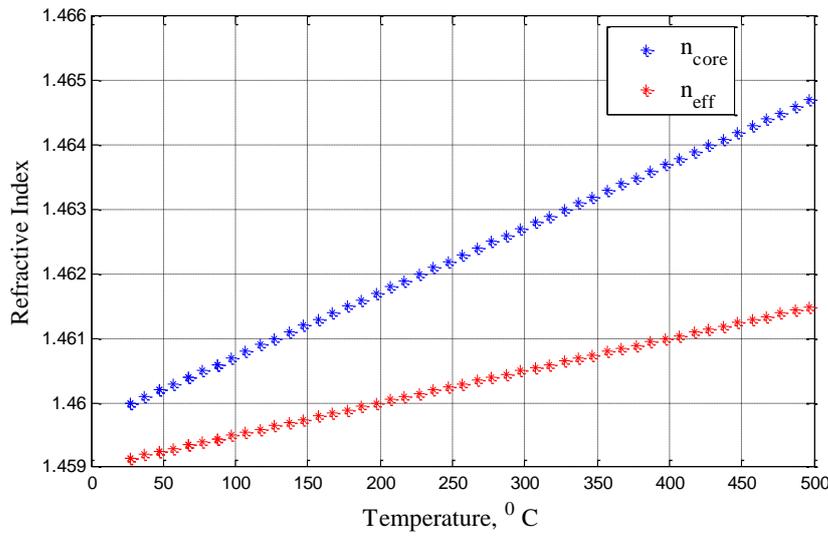


Figure 2. Refractive index versus temperature

We can determine the effective index at a given temperature. In this simulation we take the temperature of  $27^{\circ}\text{C}$ ,  $47^{\circ}\text{C}$ ,  $67^{\circ}\text{C}$ , and  $87^{\circ}\text{C}$  so that the effective refractive values obtained according to the table I.

Table 1  
 Parameter for Reflectivity Uniform FBG

Parameter	Unit	Value
Effective Index ( $n_{\text{eff}}$ )		1.4591
		1.4592
		1.4593
		1.4594
$\delta n_{\text{eff}}$		0.0027
		0.0029
		0.0031
		0.0033
$\lambda_{\text{Bragg}}$	nm	1550
Length Gratings	mm	20
Fringe visibility		1

From parameter Table I, we can determine reflection Uniform Fiber Bragg Gratings by Transfer Matrix Method.

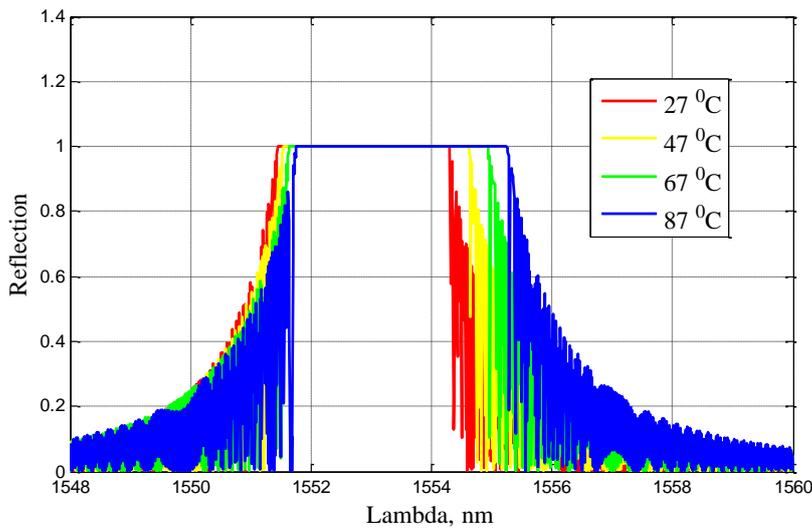


Figure 3. Temperature Effect on Uniform FBG (Method 1)

Effect temperature on uniform FBG, caused shift wavelength with temperature. If length  $\geq 20$  mm, central peak value of reflected wavelengths did not change (Ho Sze Phing, 2007). But if we look bandwidth in figure 2, bandwidth become increase with temperature caused by different index change value ( $\delta n_{\text{eff}}$ ). To more detail, see Table II.

Table II  
BW and Peak Value versus Temperatur

Parameter	Unit	Value
Wavelength Shift	nm	0.3
	nm	0.625
	nm	0.95
Bandwidth ( $\Delta BW$ )	nm	0.25
	nm	0.425
	nm	0.625

So we get some graphs below,

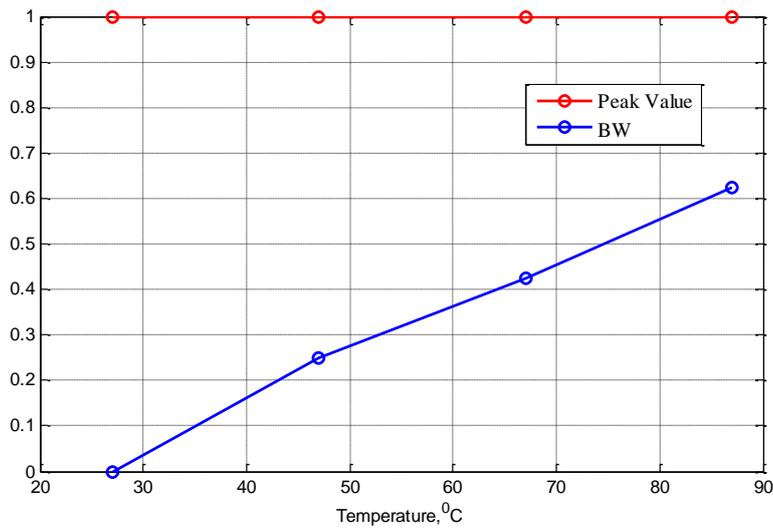


Figure 4. BW and Peak Value versus temperature

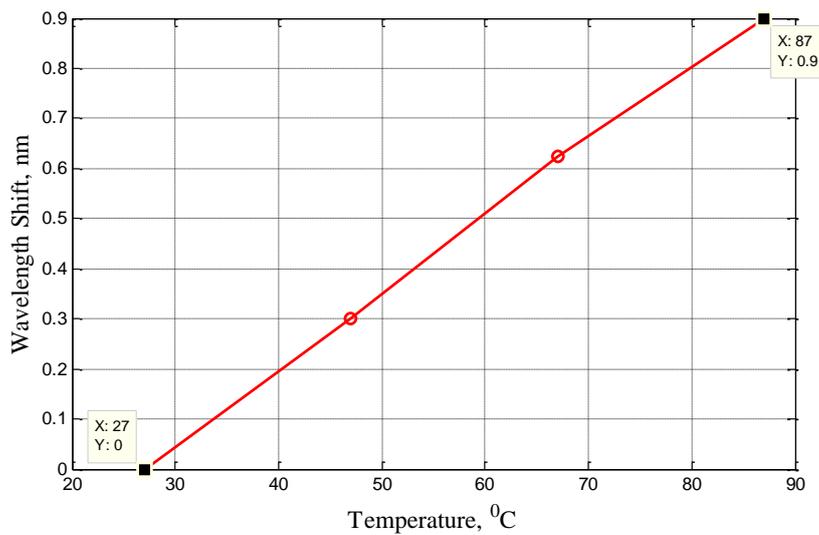


Figure 5. Wavelength Shift versus temperature (Method 1)

From Figure 4, we can find the gradient is  $14.167 \text{ pm}^\circ\text{C}$  or equal to temperature sensitivity method 1.

**Temperature Sensitivity.** The second method, we use equation () for analysis temperature effect on uniform FBG. The parameter used for simulation are same., then put temperature sensitivity equation to Transfer Matrix Method.

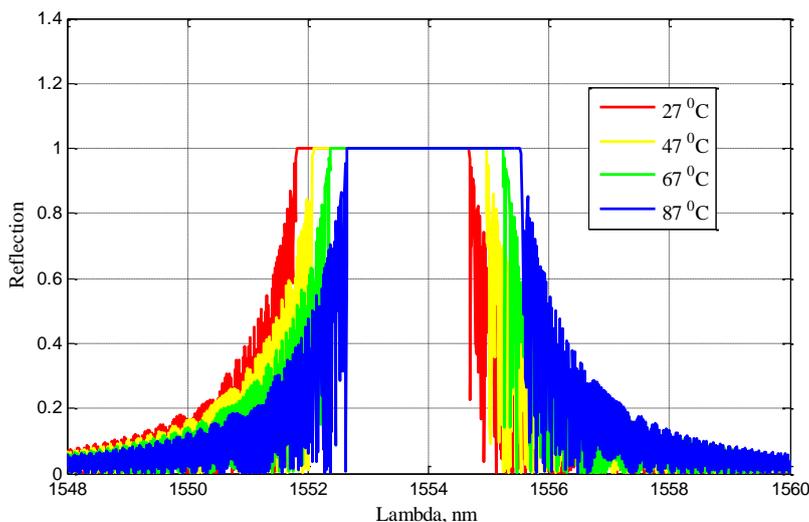


Figure 6. Temperature Effect on Uniform FBG (Method 2)

Effect temperatur on uniform FBG in Figure 3 and 6, looked same. If we see, the bandwidth in method 1 greater than method 2 . This happens because there is a effective index change in method 1  $n_{eff}$  and index change not represented method 2, so the BW slightly bigger. The peak value of the two methods are the same, the peak value = 100% or 1 for all reflected wavelength. If we use a similar method above then it will get figure below,

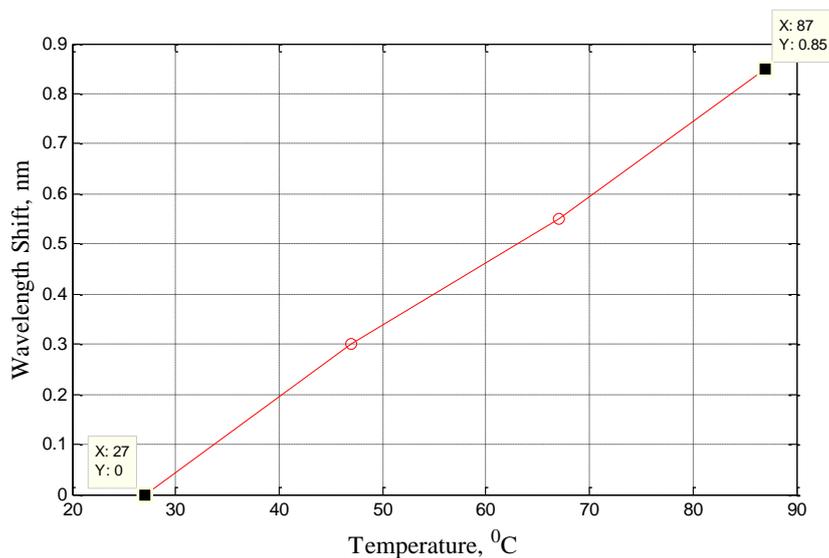


Figure 7. Wavelength Shift versus temperature (Method 2)

Gradient figure above is  $14.167 \text{ pm}/^\circ\text{C}$  or equal to temperature sensitivity method 2.

### Comparison Method 1 and Method 2

If figure (5) and (7) united in a figure, so :

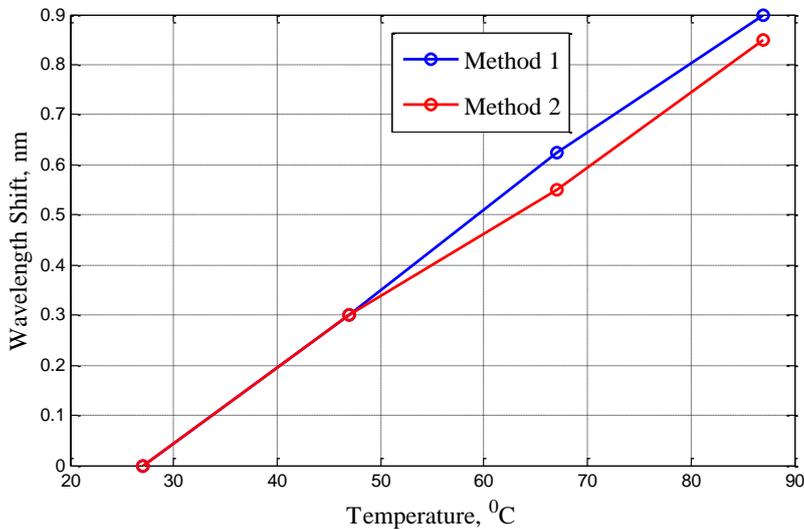


Figure 8. Wavelength Shift in method 1 and 2 versus temperature

We calculate error temperature sensitivity from second result,

$$error = \frac{15-14.167}{14.167} \times 100 \% = 5.87 \% = 0.0587 \text{ pm}/^{\circ}\text{C}$$

( )

Error value is low enough, so we can use equation ( ) as an approach to extensive analyzing the temperature effect on uniform FBG.

### CONCLUSION

From the simulation results and discussion, it can be concluded that the temperature effect on uniform Fiber Bragg gratings caused shift wavelength versus temperature. Method 1 has temperature sensitivity = 15 pm/°C and method 2 has temperature sensitivity = 15 pm/°C. Then error value = 0.0587 pm/°C, the two method as a basis for designing temperature effect uniform Fiber Bragg Gratings.

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## CHEMICAL RECYCLING OF POLY (L-LACTIC) ACID WITH CONDENSED FLUIDS

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### Abstract

The chemical recycling of poly (L-lactic) acid (PLLA) was performed in a batch reactor over the temperature range of 180 - 300°C and for a period of 60 min. The results show that the recycling efficiency strongly depends upon the operating conditions of temperature, reaction time and ratio of sample to water. The recovered monomer of lactic acid appears predominant at lower temperatures, while at the higher temperatures were favorable to thermal degradation of formed lactic acid into other low molecular weight organic compounds. The temperature has been found to affect the optical isomer of lactic acid. Too-high reaction temperatures such as 300°C induce the dramatic racemization and decomposition of the formed lactic acids, resulting in decreased maximum yield of L-lactic acid. The optimum conditions on recycling of PLLA were obtained at 220°C and 30 minutes of reaction time. Higher optical purity of L-lactic acid was recoverable at a yield of 98%. The same conditions were then applied to commercially PLLA product of brister bag and PC, resulting in a high recovery yield of 91% and 36%. The chemical recycling of PLLA by alcoholysis producing lactic ester was also demonstrated. The PLLA was heated in condensed fluids of butanol and ethanol at temperature of 260°C for a period of 90 min. Results showed that more than 75% of butyl and ethyl lactate was produced.

**Keywords:** *recycling, sustainability, poly (L-lactic) acid, optical purity, alcoholysis, lactic ester.*

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### INTRODUCTION

Poly (L-lactic) acid (PLLA) is one of the bioplastics and has widespread potential use in medicine, agriculture, and packaging applications due to its biocompatibility and biodegradability. PLLA has high mechanical performance comparable to those of commercial polymers such as polyethylene, polypropylene and polystyrene [Tsuji, 2002]. PLLA is synthesized by polymerizing of lactic acid that can be produced from renewable starch containing resources (e.g. corn, cassava, potato, sugar beat and sugar cane) by fermentation, so it is environmental friendly polymer. PLLA is most frequently used because of low production cost, due to its mass production of  $1,4 \times 10^5$  metric tons per year by natureworks LCC, owned by Cargil Inc. and Teijin Ltd. [Tsuji, 2014]. However, producing plant-based plastics might cause problems such as competition between the productions of crops for food and raw material for plastic production as the population of the world continues to increase in the future. Moreover, high consumption of PLLA products will result on problem of an

excess of PLLA waste, which will be difficult to treat by biodegradation either in composting plants or in the natural environment. Therefore PLLA should be recycled into its monomer, lactic acid, instead of disposing it, and afterward can reproduce the same polymer. Through recycling of PLLA, the energy, resources, CO<sub>2</sub> and waste problems are solved simultaneously. Minimizing resource consumption as well as efficient utilization of renewable resources should be established for the sustainable system. Recycling of PLLA oligomers to produce cyclic dimer (L-lactide) in the presence of catalyst has been reported by Noda and Okuyama [1999]. However, this method requires a catalyst and additives for hydrolysis. Furthermore, the yield of L-lactide was low at a short reaction time. A hydrothermal treatment, an environmentally friendly recycling process which only uses water, is effective for recovery of lactic acid from PLLA without addition of any catalysts.

In recent years, the use of hydrothermal treatment process for thermal decomposition, organic reaction and synthesis and recovery of useful materials from various organic wastes [Goto *et al.*, 1997, Faisal *et al.*, 2007& 2008, Wang *et al.*, 2014, Tekin *et al.*, 2014, Poerschmann *et al.*, 2015, He *et al.*, 2014, Goto *et al.*, 1998] has attracted the interest of many researchers. This technique was also applied to chemical recycling processes such as hydrolysis of polyethylene terephthalate (PET) into ethylene glycol and terephthalic acid [Arai and Adschiri, 1999]. Park *et al.*[2001] showed the ability of supercritical and near-critical water to break down the styrene-butadiene rubber (SBR) into a range of lower molecular weight organic compounds for potential recovery. Many polymers could be decomposed to liquid products or to their monomers in the presence of high-temperature and high-pressure water. Thus, water under hydrothermal conditions provides excellent properties (i.e. high ion product, low solvent polarity, high solubility for oil, etc.) for hydrolysis and offer opportunities to adjust the reaction environment to optimal conditions for the chemical transformation of interest [Akiya and Savage, 2001].

In this study, the chemical recycling of PLLA was examined with condensed fluids under sub-critical conditions. The optimum condition for the recovery of L-lactic acid and the effect of reaction temperature on the formation of the optical isomer of lactic acid are discussed.

### Experimental

The schematic diagram of experimental apparatus is shown in Figure 1. All experiments were performed using SUS316 batch reactor (8.2ml volume, 12.7 mm OD, 10.2 mm ID, and 100 mm length). The reaction conditions were over a temperature range of 180 to 300°C at the corresponding saturated vapor pressures (1.55-16.5 MPa) and time ranging from 1 to 30 minutes. During a typical run, about 0.24 g PLLA pellets (LACTY 5400) and 4.8 g of distilled water (weight ratio of

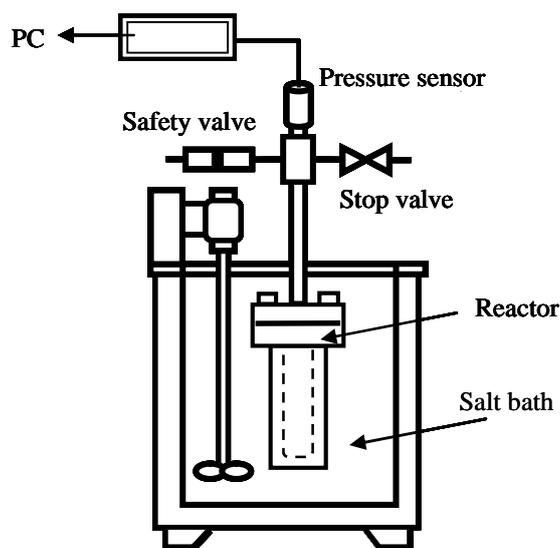


Figure 1. Schematic diagram of batch reactor apparatus.

1:20) were charged into the reactor. The same amount was also use in the case of other samples of brister bag and PC. The reactor was then sealed and the air inside replaced by Argon gas. Subsequently, the reactor was immersed into the preheated molten salt bath (TSC-B600, Taiatsu Techno) containing a mixture of potassium nitrate and sodium nitrate set at the desired temperature. The reaction time was started at this point. At the end of the reaction time, the reactor was removed from the salt bath, and the reactor was quenched immediately by immersing the reactor in a cold water bath to bring them quickly to room temperature. The reaction products were analyzed using an organic acid analyzer (LC-10A, Shimadzu Corp.) with an ion-exclusion column (Shim-Pack SCR-102H, Shimadzu Corp.) and an electroconductivity detector (CDD-6A, Shimadzu Corp.). The optical isomer of lactic acid produced was also analyzed using these conditions: analytical column; Sumichiral OA-5000 (5 $\mu$ m particle size, 4.6 mm i.d. x 150 mm long, Sumika Chemical Analysis Service Ltd. Japan), column temperature; 30°C, mobile phase; 1mM copper (II) sulfate in water, flow rate; 1mL/minutes, injection volume 20 $\mu$ L.

## RESULTS AND DISCUSSION

**Recycling of PLLA With Sub-critical water.** The effect of reaction temperature and time on the recycling efficiency to lactic acids under hydrothermal conditions is demonstrated in Figure 2a. The recycling efficiency, strongly depends upon the reaction conditions. As can be seen from the figure, the products were mostly lactic acid and the amount of lactic acid increased with increasing the reaction temperature up to 300°C. At short reaction times (0-3 minutes), the thermal energy of depolymerization was insufficient to produce lactic acid and might result only in the reduction of molecular weight due to the scission of ester groups. At reaction times of 3 and 5 minutes, a significant increase of lactic acid was observed. Namely, the yield of lactic acid started to increase and reached around 97% at 5 minutes at reaction temperatures of 300°C. Such rapid degradation at high temperature might occur through random main-chain scission reaction as reported by Gupta *et al.*[1982] and Södergård & Nasman.[1996]. From the results of Figure 1, the optimum yield of lactic acid was obtained at 20-30 minutes of reaction time and 220°C, more than 99 % of PLLA was converted into lactic acid. Presumably, at this temperature the thermal energy and the ion product of water are sufficiently high for lactic acid recovery. A large amount of dissociated ions and a high dielectric constant might also favorable to the recycling process. At the temperature as high as 350°C, the degradation rate of PLLA was high and small amounts of propionic acid and acetic acid were traced by organic acid analysis (data not shown here). This can be explained by the rapid decomposition of lactic acid at high temperature. Further decomposition of lactic acid might have occurred producing carbon monoxide and eventually carbon dioxide [Li *et al.*, 1999].

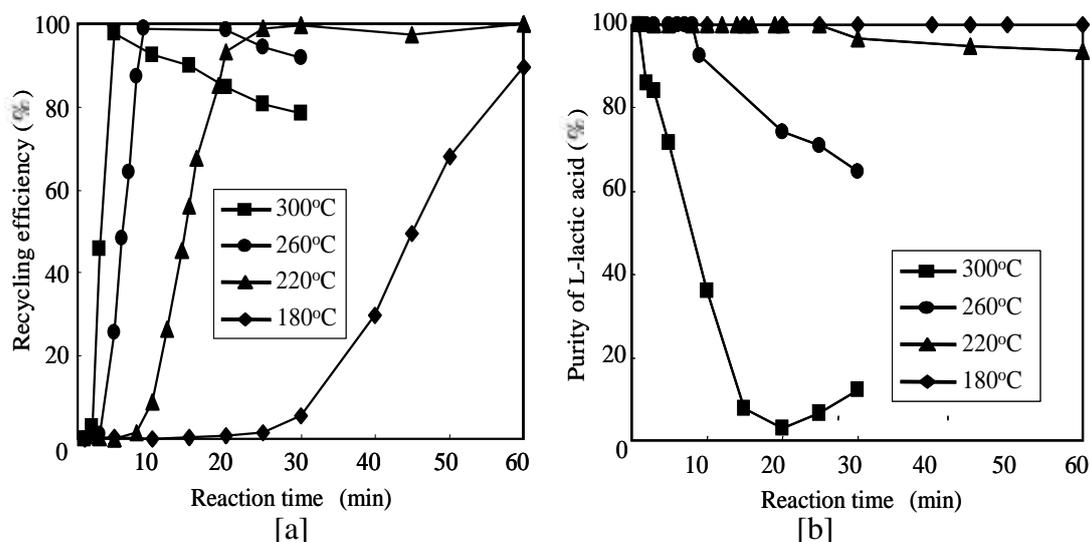


Figure 2. Effect of reaction time on recycling efficiency and the purity of L-lactic acid produced at various temperatures (sample: LACTY 5000).

Figure 2a also explained that although a significant amount of lactic acid could also be obtained at lower temperatures, however long reaction time was required for complete hydrolysis of PLLA. The crystalline residues were observed at temperatures up to 180°C even after 60 min of reaction time indicating that the depolymerization process was not completed yet [Faisal *et al.*, 2007].

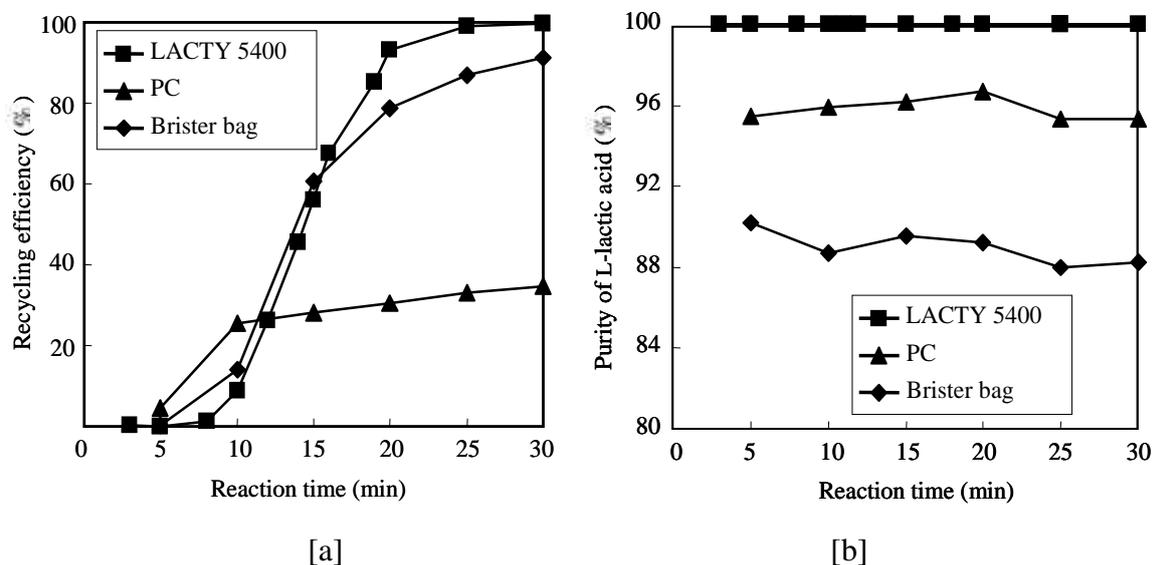


Figure 3. Recycling efficiency and the purity of L-lactic acid obtained from commercially PLLA product of brister bag and PC at 220°C and 30 min of reaction time.

Figure 2b shows the purity of L-lactic acid produced at various temperatures. Rapid formation of L-type (ca. 83%) was also observed at 5 minutes for the temperature of 300°C and yield of L-lactic acid was then decreased with increasing the reaction time. In contrast, the different behavior was observed for reaction temperature of 180-

220°C, where the yield of L-lactic acid continued to increase with reaction time up to 30 minutes. These findings indicated that the formation of L-lactic acid was favored at lower temperatures. Two mechanisms of the racemization of lactic acid were considered; at low temperature, PLLA is hydrolyzed to yield lactic acid and heat induces on the formation of D-lactic acid. At high temperature, the racemization at symmetric carbon atoms of PLLA can occur through radical-homolysis and enolization resulting in formation of D-lactic acid.

The optimum conditions on recycling of PLLA (220°C and 30 minutes of reaction time) were then applied to commercially product of PLLA (i.e. brister bag and body of personal computer (PC)). The results are shown in Figure 3a-b. Higher optical purity of lactic acid was recoverable from brister bag at a yield of 91%. However, in the case of PC, the recycling efficiency could only reached at 36%. Probably, the composition of PC is different from those of standard PLLA and brister bag. It should be noted that, succinic acid was detected in the degradation of the PC and residue was also observed. It seems that at this temperature the thermal energy was not enough to produce lactic acid. Figure 3 also showed that the purity of L-lactic acid remains constant for both brister bag and PC sample.

**Chemical Recycling of PLLA with Alcoholysis.** The enantiomer of L and D type of lactic acid play an integral role in the preparation of PLLA. It has been shown in Figure 3 that in the recycling of lactic acid from commercially product of PLLA, the L-lactic acid was recoverable at yield of about 90 and 95% for brister bag and PC, respectively. Since high purity of lactic acid is required to produce high performance of

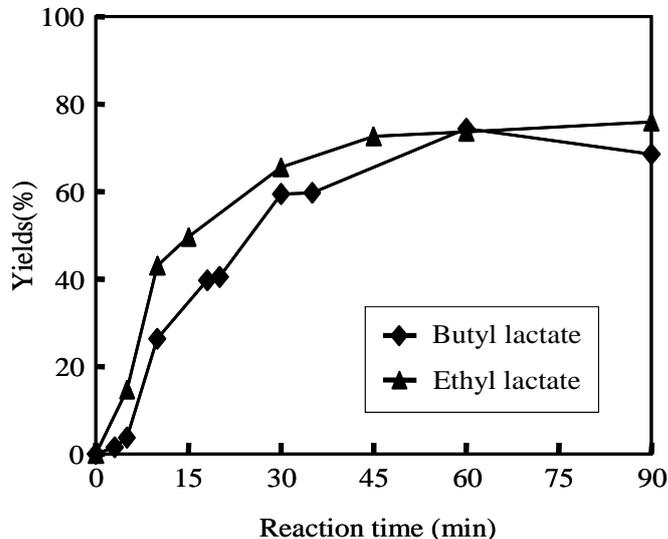


Figure 4. Effect of reaction time on production of lactic acid esters at 260°C.

PLLA polymer, the enantiomer should be separated. However, we found that the separation is difficult. The enantiomer separation can be performed more easy in the form of D-L lactic ester. The product of lactic ester is then can be polymerized into PLLA directly by pressurized distillation process. Therefore, the chemical recycling of PLLA by alcoholysis producing lactic ester was introduced. The PLLA sample (LACTY 5400) was heated in condensed fluids of butanol and ethanol at temperature of 260°C for a period of 90 min. The weight ratio of PLLA sample to alcohol was 1:20.

The results in Figure 4 showed that butyl and ethyl lactate could be produced at a yield of 75% at 60 min of reaction time. It can be seen also that at 90 min of reaction time, the yield of ethyl lactate was slightly increase, while the yield of butyl lactate decreased with increasing reaction time. Further investigations are needed to increase the yield of lactic acid ester produced by this process. The separation of D-L lactic ester with supercritical fluids chromatography is under investigation.

## CONCLUSIONS

The recycling of PLLA to lactic acid appears predominant at lower temperatures, while at the higher temperatures were favorable to thermal degradation formed lactic acid into other low molecular weight organic compounds. As suggested in the present study, the hydrothermal process has been found to affect the optical isomer of lactic acid. At low temperatures, it was observed that recovered monomer mainly consist of L-lactic acid. The mechanism proposed in the discussion might suggest the suitable reaction conditions on the formation of L-lactic acid with high optical purity. We also observed that the chemical recycling of PLLA by alcoholysis results on the yields of 75% of lactic ester.

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## **IMPLEMENTING PROCESSDRAMA IN IMPROVING ENGLISH SPEAKING SKILL FOR PRIMARY UPPER GRADERS OF LABSCHOOL FIP UMJ**

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### **Abstract**

This research looks at the application of *Processdrama* as an instructional tool for Teaching English to Younger Learners (TEYL) in LabSchool Elementary School FIP UMJ. The purpose of the research was to discover and to explore the perceptions of *Processdrama* supported teaching and learning that were held by the students, the instructors, and the researchers. *Processdrama* is one of the most commonly used techniques in classrooms, and it has become a fundamental part of many students in Asia (i.e. Korea). The basic design of this research study is based on Kemmis & Taggart (1998) action research model (ARM), which operates on a repeated circle of reflecting, planning, acting and observing. There are two main sets of data in this study-data from students' questionnaires, and from the researchers' classroom observations. Students were given questionnaires at the ends of weeks two to ten, and two students from each class were selected to be interviewed. The researchers observed the class during three months. The measurements of speaking are pronunciation, intonation, and vocabulary. When processdrama by using Goldilocks and The Three Bears is implemented in speaking learning, it can improve the student's pronunciation (80.6%), intonation (81.2%), and vocabulary (83.4%).

**Keywords:** *Processdrama, Upper Graders, TEYL, Kemmis & Taggart's ARM*

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### **INTRODUCTION**

In education, English has become the main language of communication. One form of communications that is most widely used is speaking. Meanwhile, the ability to speak English in the context of education, especially at the elementary level in Indonesia is still relatively low, whereas the primary school level is an early stage to improve the language proficiency at the secondary school. Again and again, the problem is merely caused by receptive English learning. Learning is more focused on reading and listening, not on speaking and writing. In Indonesia, English language has been taught since elementary school as established through KTSP (Kurikulum Tingkat Satuan Pendidikan/School Levelled Curriculum). But, after the enactment of the 2013 Curriculum (K 13), the English lessons for primary school level is omitted.

Generally speaking, it will be a challenge for accelerating English speaking skill improvement. The purpose of learning English at primary school level is to equip students with basic strong competency at early times. Hence, the students are hoped to able to communicate both written and spoken.

English plays an important role in our lives as Indonesian citizen. That is, learning English should be developed for the advancement of science and technology of the Indonesian nation. Learning English is certainly studying its aspects and functions of the language as well as all the skills covered in the language. Speaking skill is one of the language skills developed in the teaching of languages, besides listening, reading, and writing.

Basically, the condition of Lab School Elementary School, Faculty of Educational Sciences, Muhammadiyah University of Jakarta (SDLS FIP-UMJ) is relatively better, i.e., with an increase in competent teachers. Particularly, in English learning, teachers have implemented the appropriate approach, method, and technique in the learning process.

It is widely believed that direct method is the most common method in English learning. This method was developed by Charles Berlitz in Germany based on the principles of how children learn language. Rhicards and Rogers underscore one of the principles of Direct Method is learning through model and practice (Lengkanawati in Alwashilah, and Habir A., 2003:72). By initiating a classic story (fable or parable) and processdrama technique to student, it can be concluded that individually student is able to communicate well.

But however, based on empirical data from observation and interview in the field, obstacles in improving students' speaking skill found. One cause is found in the locus of research, that teachers still focus on teaching one-way model (teacher centered).

Based on the above description, the authors intend to conduct a research to know an increase in the ability to speak English at elementary student. This project became one of the inputs to the promotion of teaching and learning process in speaking skill.

## Literature Review

**The Nature of Speaking Skill.** Speaking skill is considered as the most important skill in English learning. This is in line with Omaggio's opinion as cited in Pramowardhany, et al that language is speech, not writing. A language is what native speakers say, not what someone thinks they ought to say. The language is a speech act (speaking), not writing. Language is something that is expressed by native speakers instead of following what the other person to say (Pramorwadhany, 2007:2).

Byrne reaffirms that talk is a two-way process between speaker and listener and productive skill involving, speaking and receptive comprehension proficiency. It can be concluded that, in speaking there is an interactive process of two sides, between the speaker and the hearer (1998:8).

Still, Nunan's statement in line with Byrne that talk is productive oral skill that includes speech that explains meaning (1998:48). This is also reinforced by Chastain that talking is a productive skill that consists of various component; it is more than just sounds right, but the selection of the right words in stringing sentences correctly (1998:330). To sum up, English speaking skill is a form of productive oral skills, which one of them can be a conversation, or dialogue in the form of meaningful words.

**Processdrama.** Processdrama method (commonly known as sociodrama) and role playing are two methods of teaching which implies that it can be said the same and sometimes in its implementation is often overlapped. The term sociodrama is derived from Greece, socio: people and drama : play = how

people play, or interact. The word play is an event or events in human life that contain psychological conflict, upheaval, clash or collision between two or more people. While a role playing is doing a significant role as the person holding the character as in a play.

Both methods are usually shortened to the method "sociodrama" which is a method of teaching by way of demonstrating to the students about the problems of social relationships, in order to achieve a certain teaching purposes. Then there is a proposing term, processdrama, as filled by Hae-ok Park as a drama-oriented approach which is shown to the audience more internal than external (in Tomlinson & Masuhara, 2010:156).

In practice, the processdrama method still have advantages and disadvantages. The advantages and disadvantages are as follows:

Advantages:

- Developing students' creativity
- Fostering collaboration between students.
- Fostering student talent in the performing arts.
- Students pay more attention to the lesson because they comprehend it.
- Cultivating student's courage in giving argument in front of the class.

Disadvantages:

- The lack of seriousness of the players caused the goal was unachieved.
- Listeners (students who do not take apart) often laugh their friends in performing a play, and it will ruin the atmosphere.
- Some students are less involved in the game, so the students become less active.
- Requiring a lot of time for the preparation process in order to show an outstanding performance.

## METHODS

**Subjects of Research.** The subject used by the researchers are the upper graders of SDLS FIP UMJ, grade four and five with the total amount 22 students, consisting of 14 female and 8 male.

**Setting of Research.** The research is conducted in SDLS FIP UMJ, Cireundeu, Ciputat, South Jakarta.

**Method of Research.** This classroom action research refers to Carr and Kemmis as a form of self reflective enquiry undertaken by participants (teachers, students or principals, for example) in social (including educational) situations in order to improve the rationality and justice of (a) their own social or educational practices, (b) their understanding of these practices, and the situations (and institutions) in which the practices are carried out (Kemmis & Taggart, 1988:5). The reason of choosing this method, the researchers supposed that the result of the research can improve the quality of speaking skill learning at the elementary level.

**Procedure of Research.** The research procedures of the classroom action research are planning, implementing, observing, and reflecting.

**Technique of Collecting and Analyzing Data.** The researchers apply two kinds of the data, qualitative and quantitative data. The qualitative data used in this research are observation, interview, documentation, and questionnaires. The reseachers found quantitative data in the form of test. Giving a pre-test and post-test to know the

student's speaking skill improvement after using processdrama. Its aim to know whether the students' speaking skill can improve or not when they are taught by using processdrama.

Two techniques in analyzing data, quantitative and qualitative data are employed. In conducting qualitative data, the researchers use comparative method constantively as suggested by Glaser and Strauss (1980:105). It covers four worksteps, namely: (1) comparing incidents applicable to each category; (2) integrating categories and their properties; (3) delimiting theory; and (4) writing the theory. In quantitative technique of data analysis, the researchers use the students' pretest scores. At the end of the lesson, the researchers give post-test in order to know whether processdrama can improve student's speaking skill or not. The results of the tests are analyzed by using descriptive statistics.

## RESULT

Based on the results of the research, it can be proposed that processdrama can improve students' speaking skill. When processdrama by using Goldilocks and The Three Bears is implemented in speaking learning, it can improve the student's pronunciation (80.6%), intonation (81.2%), and vocabulary (83.4%). Besides, the use of processdrama can improve classroom situation of English speaking class better.

The findings are supported by the results from pre-test and post-test. The students' average scores of each element improved. The followings show the proves:

- a. The students' pronunciation improved, from pre cycle (67.8%) to 73.2 % in cycle 1 and hike to 80.6% in the second cycle.
- b. The students' intonation mastery also improved, from pre cycle (70.7%) to 76.5 % in cycle 1 and hike to 81.2% in the second cycle.
- c. The students' vocabulary get increased, from pre cycle (71.1%) to 78.7 % in cycle 1 and hike to 83.4% in the second cycle.
- d. For the post test, the mean is 69.3, with the lowest score is 63, the highest score is 81, and the standard deviation is 7.2. This data show the students' improvement in English speaking via processdrama is very significant.

## CONCLUDING REMARKS

Based on the previous data analysis, it can be made several conclusions. Processdrama technique gives positive effect for speaking skill. The students can change their attitude toward more active in English learning. The students are aware of their speaking skill, so that they know what should they do to be good English speakers. The students enjoyed their learning and the English learning is never boring anymore.

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## PHARMACEUTICAL COST-CONTAINMENT POLICIES AND SUSTAINABILITY: MALAYSIA PUBLIC HOSPITAL PERSPECTIVES

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### Abstract

Malaysia health care system is generally under the care of Ministry of Health (MOH) and operates through a two-tier health care system consisting of both a government-run universal healthcare system and a co-existing private healthcare system. As the increasing funding that need to be allocated for the medicines supply, it has triggers an alarm for the stakeholders to come out and find a solution in term of how can we ensure financial sustainability of the medicines purchasing at the primary care and hospitals without compromising in term of quality and accessibility among the public. Objective: To review and assess the pharmaceutical cost-containment policy in Malaysia and its sustainability in the long run healthcare management. Method: A cross-sectional study involving major public hospital in Malaysia and the current policy being used will be analysed and later is compared with the other countries' health policy. Anticipated Outcome and Discussion: From the literature review findings showed cost-containment is served by a good intervention and effective strategy even though the existing policy used are complex to be measured in term of the effectiveness of pharmaceutical cost-containment and its sustainability as it is interconnected at different levels of the existing healthcare services. Conclusion: The findings are expected to provide pharmaceutical quality service software that later will be integrated in the current policy to suit future policy that is fiscally sustainable for policymakers and stakeholders. This outcome will later fulfil the need of dynamic approach on pharmaceutical cost-containment in Malaysia

**Keywords:** *cost-containment, pharmaceutical, sustainability, healthcare, policy.*

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### INTRODUCTION

Malaysia health care system is generally and mainly under the care of Ministry of Health (MOH) and operates through a two-tier health care system consisting of both a government-run universal healthcare system and a co-existing private healthcare system. The facilities that are being funded and run by Ministry of Health are 138 Hospitals inclusive of 6 Special Medical Institution followed by 985 Health Clinics, 1864 Community Clinics and 109 1Malaysia Health Clinics (Ministry of Health Malaysia, 2013)

As one of the main ministry in the government, Ministry of Health has set up a vision for the nation to work together for better health. The vision is concordance with the facts that the Malaysian population has shown a tremendous increase in the past few

years and by ensuring all citizens are in a good health as it will later on helps in terms of cultivating economic growth. As the population grows, the total financial allocation for MOH has also expands from RM 15,348,997,410 in 2010 to RM 16,870,767,600 in year 2012 (Ministry of Health Malaysia, 2013).

As the increasing money that need to be allocated for the medicines supply, it has indicates and triggering an alarm for all of us especially stakeholders to come out and find a solution in term of how can we ensure financial sustainability of the medicines purchasing at the primary care and hospitals without compromising in term of quality and accessibility among the public.

Even though several studies have been done all over the world in term of cost recovery and cost revenue in term of medicines and health care, there is no specific study being done in Malaysia to evaluate our financial sustainability in a long term run if we continue the same system or how can we minimize the total expenditures on medicines.

Thus for this cross-sectional study, all financial allocation for medicines purchasing and statistics on quality of services in selected public hospitals will be assessed and analysed. The data obtained throughout the study will be used to evaluate to the quality of pharmaceutical services given with the current policy and come up with a model to ensure the fiscal sustainability of pharmaceutical in Malaysia public hospital can be ensured with the improved of suggestions to the existing practice.

## **PROBLEM STATEMENT**

The Malaysian healthcare system has been well-known across the world for its capability and roles in term of delivering health care equity especially to the access of medicines and the healthcare promotional activities. The broad accesses of the health care services are available for the nation for a relatively low and affordable cost (Bridel, 2012).

In the recent global healthcare, there is the need for us to updating with the current management of healthcare. As we are conducting a mostly full-subsidised system for public healthcare access, there is a need for policy review and reform. The introduction of Malaysia National Medicines Policy (MNMP) has serve as a first step taken by our country in detailing all the aspects needed in term of medicines supply throughout the nation. In the future, through the initial areas of policy, there are few obstacles that need to be encountered in term of ensuring drug affordability. The benefits package, price regulation and provider payment mechanism have been the key areas that we need to look into (Pharmaceutical Service Division, 2012). Thus, the limited research and baseline study has made it is troublesome for the nation to fulfil and ensuring drug affordability due to information constraints.

## **SIGNIFICANCE OF STUDY**

According to 10th National Health Plan, rising cost of care and quality of care have been among the attributes and challenges faced by the nation in accomplishing the National Health Plan. Variations in Quality, pursuit of affordable World Class Quality and Standards of Care as well as inappropriate utilisation have become the key areas to

be looked into (Ministry of Health Malaysia, 2010). The data and analysis of the research is expected to affirm the factors involved in ensuring the services quality of pharmaceutical care delivered.

Rising cost of care due to inefficiency, increasing demand for health services in institutions and wasted resources have been identified as elements in giving impact of increase of total expenditures. A proper and detailed estimation is hoped to reduce the incidences of wasted resources. The outcomes of the study is hope to provide the information needed by the Malaysian National Medicines Policy (MNMP) in term of overcoming their key challenges in the core components and enable the Pharmacy Transformation Planning in focusing the reform to universal access to medicines being accomplished.

### **Literature Review**

Healthcare system in Malaysia has been served fairly well across the nation need and demand. Despite its on-going success and performance to provide the equality and affordable healthcare access to the public, recent healthcare transitions in terms of to be align with the latest guidelines management has given an alarming trigger and Malaysia is not excluding from being affected by the international issue and requirements. The alarm has marked the urgency to improve and optimised the healthcare in Malaysia. Motions to transform the healthcare system have embarked the need to improve the specifications of universal healthcare and make the allocation and expenditures of resources more efficient.(Bridel, 2012). As with many other countries, the proportion of older people is set to increase over the next few decades. This couples with rising cost of medication and technologies, rising demand of quality healthcare and sophisticated equipment and changing patterns of diseases will inevitably lead to a higher healthcare cost in future (Ren, 2011).

In current situation, nearly 65% of Malaysian population attends public sector facilities, which the expenditure involved was for services ranging from general practitioners, specialist care, and purchase of pharmaceutical and other medical related products. (Chua & Cheah, 2012). The findings from the same paper has highlight that the information obtained from the Malaysia National Health Accounts (MNHA) 2008 disclosed that pharmaceutical purchasing and medical products represent a remarkable portion of out-of- pocket payments. This significant portion has leads to driving the overall hike in total health expenditures. The purchasing of up-to-date medical apparatus and new drugs should be taken into account of the overall impact of the national healthcare expenditures.

### **Health Policy**

As in the context and Malaysia experience, our fundamental principle of the health policy is that the public accessibility towards the healthcare services in the emergency or sickness events are not to be related to their ability to pay or better known as ATP. Our Ministry of Health, through the 10<sup>th</sup> National Health Plan has showed concern with the performance of the health care system, whose primary purpose is to improve health of the nation. This concept originated from the fact that health symbolises the human capital, which is the thrust to ensure sustainable economic development of Malaysia (Ministry of Health Malaysia, 2010; Yu, Whynes, & Sach, 2008).

### **Cost- containment of Healthcare**

The World Health Organization (WHO) has defined cost-containment as the process of controlling the expenses required to operate an organization or perform a project within pre-planned budgeting constraints. The cost containment process is an on-going management function that helps keep costs down to only necessary and intended healthcare services in order to satisfy financial targets (Joncheere & Rietveld, 2003). Although extensive research has been carried out on cost-containment in most of the well-developed countries there is, no single study exists which adequately covers the same concept for Malaysia

### **Healthcare and Pharmaceutical Expenditures**

According to the preliminary report published by Malaysian National Health Accounts for the year of 1997-2012, has shown a significant increase in the total health expenditures in Malaysia (Zainuddin & Yusof, 2014). For the three consecutive years, 2010 has comprised 4.46% of Gross Domestic Product (GDP) followed by 4.36 % in 2011 and finally an increase in 2012 with the value of 4.5%. Public health services are heavily subsidized by the government. Primary care services at health clinics are delivered almost free of charge, whereby each patient is charged a nominal fee of RM 1 (equivalent to US\$0.31 in 2007) for each outpatient visit based on Fees (Medical) Order 1976. Secondary and tertiary care services provided at hospital facilities are also highly subsidized by the government. A total of RM 7.8 billion (equivalent to US\$2.4 billion) was allocated to the MOH for funding the public health services in 2005. The fees collected by the MOH nonetheless only constitute about 2% of the MOH budget in 2004, which means that the Government subsidized about 98% of the health services provided by the MOH (Yu et al., 2008)

## **METHOD**

### **1. Data Collection**

First, we will identify the major public hospitals in Malaysia whose data will be used and analysed. This is a quantitative study done by cross sectional. The subject selection will be done by a purposive sampling method. Using Krejcie and Morgan table for determining sample size from a given population as reference, sample size needed for the study is obtained. From 138 public hospitals in all states of Malaysia, 97 of it have been selected for the sample size.

### **2. Data Analysis**

1. From the tabulated data obtained, SPSS version 20 and a Cost Revenue Calculation Tool (CORE Plus) will be used to analyse the data of the study. A statistical test of Multivariate Linear Regression will be used to determine the correlation between variables. The variables observed are:
  - a) Dependant variables – Level of Pharmaceutical Service Quality. This variable will be measured using the annual pharmaceutical report and personal data of respective public hospitals.
  - b) Independent variables:
    - i. Financial system of pharmaceutical expenditures.
    - ii. Access to medicines.
    - iii. Specialised services provided.

## 2. A Cost Revenue Calculation Tool

### a) Exploring “What if” Options

The purpose of conducting a cost and revenue analysis is to explore the impact of potential decisions by developing future scenarios. These are called “what if” projections. They can be made to show how different decisions might affect service mix and volume, service pricing, and equipment costs. These projections are made by changing the data entered in the spread sheets and observing the new calculations that the spread sheet provides as a result (Thomas McMennamin & Fellow, 2007).

## CONCLUSION

The most obvious finding to emerge from the previous study is that nation’s healthcare system is highly influenced and dependant on the total healthcare expenditure which lies mostly on the pharmaceutical expenditures. Thus, this research is expected to analyse the current quality of pharmaceutical services and the outcomes to be integrated into the current policies, Malaysia National Health Plan and Malaysian National Medicines Policy (MNMP). The outcome will be translated into the newly developed software as to fulfil the need of dynamic approach on pharmaceutical cost-containment in Malaysia to suit the current and future policy that are fiscally sustainable for policymakers and stakeholders

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## **DRUGS' STORAGE MANAGEMENT SYSTEM AND POTENTIAL LOSS ANALYSIS IN PHARMACY'S WAREHOUSE ON X HOSPITAL TANGERANG, BANTEN YEAR 2014**

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### **Abstract**

It is very important to have a good and efficient drugs management system in order to prevent loss due to error in drugs storage. Error in management system of drugs logistic inside the pharmacy's facilities considered as potential of loss to hospital. The object of this research is drugs storage system analysis of pharmacy's warehouse in Hospital X Tangerang, Banten area. The qualitative-descriptive study result was conducted through in-depth interview method, observation and compatibility check-list against the standard operational procedures. The percentage of accuracy of fast moving drugs supply against the physical supply records during the month is 76,9% whilst the percentage of expired and defected drugs is 2,2%. This proves that drugs storage in this pharmacy's warehouse is still inefficient, and this is happening because of many factors in drugs storage management system that is still not in accordance to the guideline made by Dirjen Bina Kefarmasian dan Alat Kesehatan in 2010. We recommend the management board in all hospitals to implement a control, supervision and evaluation against the drugs storage process.

**Keywords:** *system, drugs storage, pharmacy's warehouse, hospital*

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### **INTRODUCTION**

Pharmaceutical supplies storage (drugs and medical devices) holds a very important part in medical logistic management cycle. An efficient drugs storage system can prevent deficiency problem that may lead to patient's dissatisfaction to medical services and result in the loss to hospital (Ferretti, et al., 2014). Errors during the process of drugs storage will make hospital suffers some losses. And to avoid that loss, a good and efficient storage management system is very important. Hospital Accreditation Committee in their Hospital Accreditation Standard 2010 also mentioned that all drugs inside the hospital must be stored in good and safe condition.

Pharmacy's service is one of supporting service that becomes one of main revenue center since almost 90% of medical services in all hospitals are depend on pharmacy supplies and 50% of all hospital revenues come from pharmacy's supply management (Suciati et al., 2006). Based on the observation conducted by researchers as part of preliminary research, there are 16 types of expired drugs and 3 types of defected drugs that were found in this hospital's pharmacy's logistic warehouse. These

expired and defected drugs were not placed separately from the non-expired ones. This condition is certainly a loss to the hospital.

Pharmacy's supply storage plays a great contribution in avoiding drugs deficiency and it is also a cost-saving way where hospital will be able to anticipate the increase of drug's price and it will also help in accelerating the drugs distribution. If error occurs during the drugs logistic management process in the pharmacy's unit, the hospital will suffer some losses. The purpose of this research is to analyze drugs storage system and to analyze the loss effect in hospital X pharmacy's warehouse in Tangerang, Banten area.

## METHODS

The research was a Qualitative-Descriptive study, conducted in Hospital X's pharmacy's warehouse in Tangerang from April to May 2014. Main informant in this research is one of Pharmacy staff and the supporting informants are Head of Pharmacy Unit and Finance Staffs in this hospital.

Materials used in this research consist of interview guidelines, documents review guidelines, observation sheets, stationeries, camera and recording devices. The source of information is based on primary data which were obtained from direct observation and in-depth interview, observations and document reviews. Research related to drugs storage were based on in-depth interview guidelines and observation's sheet check-list. As for the secondary data, the documents were obtained through drugs' storage and drugs' distribution, standard operational procedures (SOP) files and inventory and facility lists.

## RESULT

**Input related to Drugs Storage.** Human resources that currently available is not sufficient to undertake all the activities related to drugs storage process. The 11 working hours of the warehouse staff proves that the ongoing system is no longer appropriate. This information is based on informant's statement below:

*“Since the 2 shifts are now compacted into one shift only, the working hours is certainly not ideal anymore, the working hour start from 9am to 6pm but still required to adjust to other tasks which force the staff to work during the middle-hours” (GF-2).*

The insufficient facilities and infrastructures also caused the difficulties for warehouse staff to undertake the drugs storage activities. This condition is incongruent with the guidelines stipulated by Dirjen Bina Kefarmasian dan Alat Kesehatan, 2010.

One of the problem that appeared was that the warehouse staff was unable to classify the drug's types due to the insufficient numbers of cabinet to store the drugs. This issue is acknowledged by informant's testimony below:

*“Due to insufficient facilities and infrastructure where we only have few cabinets to keep the drugs, we’re having troubles in managing and classifying the type of the drugs, moreover, we also having trouble in naming/labelling the drugs...haha...that is why one cabinet can have so many kinds of drug’s types. Also, the minimalist space of this warehouse somewhat made it unable for us to keep lots of stuffs” (GF-2)*

**Process.** Drugs storage process in pharmacy’s warehouse consist of several steps, start from the process of receive incoming drugs, drugs storage arrangement, drugs distribution, drugs inventory record and reports on drugs records. During the process of receiving the drugs, the warehouse staffs were still not following the standard procedures where they supposedly check the expiration date of the drugs and immediately record the information. However, these steps were not implemented by the staffs.

Further, the drugs which have already kept in the cabinet were not properly arranged and were not labelled alphabetically. Moreover, the drugs arrangement in this warehouse was still not following the FIFO and FEFO systems. Whereas the main purpose of drugs storage is to maintain the quality of the drugs and to prevent the loss to the hospital due to expired drugs. The process of drugs distribution in this warehouse were also often met some difficulties because the implemented distribution process was not in compliance with the FIFO/FEFO systems. Other than the above, the recording process of drugs distribution were not thoroughly conducted.

The reporting of these drugs documentations were not always processed promptly by the staffs. The officer who handles the reporting claimed to have limited time in preparing the report, mostly because he/she needs to finish other numerous works. This is the reason for the delays in data processing.

*“I usually prepare the report of inventory stock after the inventory stock process finished which usually takes about a week or even a month after it has been reported to head of service division and finance division which goes up to the hospital’s director” (GF-2)*

**Output.** The process of drugs distribution by the staff in this warehouse was still not in compliance with the FIFO (First In First Out) as well as FEFO (First Expired First Out) systems. This also happened to drugs arrangement process. Based on our observation, we understand that during each step of drugs distribution process, warehouse staff often did not aware of which drug that will expired soon and which drug that need to be kept. The drugs that are placed on top and front areas are the only drugs they took (to be distributed).

Although it has been clearly explained in the standard operational procedures that the drugs storage process must refer to FIFO and FEFO systems, most staffs still reluctant to implement these systems. This issue is supported by informant’s statement as below:

*“.....it’s all basically same, the period between drugs ordering is not too long. The (drugs) arrival time also not too different for each drugs, which makes the expiration date more or less are the same. So it will not matter whether we use or not use FIFO FEFO.” (GF-1)*

## DISCUSSION

**Input on Drugs Storage.** Input holds a big role in a system. Human resources is one of important factor in the drugs storage process. According to pharmacy's warehouse management guideline created by Depkes (2010), the numbers of human resources that should be available in the warehouse consist of 1 (one) warehouse head director, 1 (one) warehouse head officer, 1 (one) staff to handle goods and another 1 (one) general staff. The inability of the hospital to provide sufficient human resources for their warehouse may cause delays in processing the appropriate drugs storage activities. Same thing may also happen if the hospital provide such limited budget for this drugs storage process. The after-effect of this delay is that the drugs might get easily defected because the warehouse staffs somehow failed to perform their work due to insufficient human resources and/or insufficient budget.

However, the guideline on the procedures of drugs arrangement only stated that it must follow the FIFO and FEFO systems. It doesn't give any detail explanation on how to classify the drugs and how to set the room's temperature and room's humidity. Meanwhile, to avoid error during the process of drugs storage, record's documentations are very important. These documentations are required for evidence as part of accountability reports of each employee/staff (Prihatiningsih, 2012). However, during this research we found that drugs supply card and daily report of received (incoming) drugs are rarely completed by warehouse staffs, again, due to the insufficient staff number and limited capacity of the warehouse staffs.

The incompleteness record of supply cards often confused the staffs themselves whenever they found irregularity between the drugs amount that stated on the master supply card and the actual amount they have in their warehouse. They also had some troubles in analyzing or checking the problem aroused because they don't have sufficient information on their supply cards. This is the main reason why it is very important to have a completed supply cards in order to have a detailed records of drugs amount as a control instrument and as an input source in preparing the drugs' procurement plan, moreover, it can be used as a reference data by Pharmacy division of the hospital itself (Febriawati, 2013).

Other than the insufficient space of the warehouse itself, the condition of the warehouse in this hospital was also considered as inappropriate since the room's temperature and humidity were often unstable, whereas in some way can affect the quality of the stored drugs stated that a pharmacy's warehouse must have a stable temperature, free from pest disturbance and safe (Health Ministry of Republic of Indonesia, 2011). It is very important to set the appropriate room temperature and to have prevention plans against the pest disturbance. The appropriate room temperature is important to maintain the quality of the drugs.

**Drugs Storage.** Warehouse staffs also did not implement the correct steps as per SOP during the process of receiving incoming drugs. The process should cover not only the process of checking and confirming the amount and type of incoming drugs but also the proper checking of expiration date of each drugs. However, the steps implemented by the staffs in this warehouse rarely included the proper checking of the drugs expiration date.

As known, checking and confirming the drugs and its expiration date during the process of receiving incoming drugs can prevent errors that may lead to the loss to

the hospital itself (Istinganah et al, 2006). Numbers of expired drugs found in pharmacy warehouse indicates the lack of efficiency of the drugs storage process inside the hospital's pharmacy warehouse.

According to Febriawati (2013) the items layout arrangement inside the warehouse can also help warehouse staff in doing their job easily and can also help maintaining the quality of the drugs stored. Furthermore, important things to consider during the items layout arrangement are how to create an easy walkway for everyone, how to have a good air circulation, a stable room temperature and humidity, how to have efficient racks arrangement and to have action plans on pest prevention (Health Ministry of Republic of Indonesia, 2011).

The drugs kept in the racks and cabinet inside this warehouse were not arranged by name, type and or volume. The classification for the drugs kept in this warehouse was only based on the drugs format (tablet, syrup, infuse and injection). This condition is as a result of the insufficient number of racks and cabinets which made them unable to classify each drugs.

Drugs storage and distribution systems implemented by this warehouse is supposedly refer to standard operational procedures using the FIFO and FEFO systems. However, during the actual implementation, the warehouse staffs were still unable to apply all steps in FIFO and FEFO systems. This is the reason for the delays in detecting drugs' expiration period which unable the drugs to be returned to the distributor, and this will be the big loss to the hospital. If all steps in FIFO and FEFO systems were applied, this loss can be prevented by avoiding the keeping of expired and unused drugs.

The drugs distribution system should use a One Door Distribution System. One Door Distribution System is a system where the drugs distributed through one unit only, using one system and one monitor only (Health Ministry of Republic of Indonesia, 2011). The benefit for using this system is that the warehouse staff will be able to efficiently monitoring the drugs and maintain the quality of the distributed drugs all at the same time. This is in compliance to one of the purpose of drugs storage process which is to maintain the quality of the stored drugs and to minimize the loss due to expired drugs. Apart from that, drugs distribution system has also become an indicator of efficiency value or expected output (Kumar, 2014). More awareness in the FIFO/FEFO systems during drugs distribution process can give more efficiency during the implementation of drugs storage process (Health Ministry of Republic of Indonesia, 2011).

One of many ways to evaluate the efficiency of drugs storage system in the warehouse is by confirming drugs amount recorded in the recording notes (on supply cards/supply master cards) against the actual (physical) amount inside the warehouse (Health Ministry of Republic of Indonesia, 2011). The amount on the record cards must be 100% matched the physical amount since this indicates that administration process of the warehouse has been optimized and well implemented (WHO, 1993). This research found that the conformity of fast moving drugs supply inside their warehouse is 76,9%. This means there is still 23,1% of irregularity conducted by that warehouse staff.

The number of expired and defected drugs also become important factors in indicating the efficiency of drugs storage process in pharmacy's warehouse. The amount of expired drugs can indicate the loss suffered by the hospital (Health Ministry of Republic of Indonesia, 2011). Therefore the percentage of the expired and defected drugs must only at 0% with the tolerance limit of 1%. The finding is that some warehouses still have a 2,2% of the expired and defected drugs amount. With this big

percentage point, the loss suffered by the hospital is estimated at 5,561,633 rupiah during this period. Bigger amount of these expired and defected drugs means bigger amount of loss that will be suffered by the hospital and this definitely will decrease the revenue of the hospital itself.

Another way to evaluate the efficiency of drug storage system is by checking the death stock. Death stock means the amount of drugs which are not used or have not been used for the last 3 months or more (Kemenkes, 2009). One of many reason why the death stock happening is probably because there is an illness pattern spreading during such certain period which makes the drugs become unusable. The standard percentage of death stock is 0%, however the percentage found in this warehouse has reached 1,36%.

Death stock makes the drugs unused and stay kept in the warehouse for quite long period where it will soon become expired, especially if the warehouse doesn't have periodic evaluation on drugs expiration date. Moreover, another loss caused by the death stock is the uncertainty in hospital's cash flow due to unused and expired drugs which have been kept too long inside the warehouse.

## CONCLUSION

In terms of input, the implementation of drugs storage activities were not incompletely to standard procedures due to insufficient human resources because of limited budget given by the hospital. This also happened in the procedures of receiving incoming drugs, drugs arrangement and stock inventory. In terms of process, the process of receiving incoming drugs, layout arrangements and recording system were also still incongruent with the storage guidelines made by Dirjen Bina Kefarmasian dan Alat Kesehatan 2010 (Health Ministry of Republic of Indonesia, 2011). Furthermore, drugs distribution in this warehouse is still inefficient because there was a discrepancy between the amount of fast moving drugs and the amount of physical drugs in the warehouse for each month of 76,9%, the amount of expired and defected drugs of 2,2% and the amount of death stock of 1,36%.

We recommend the warehouse staffs to start arranging the drugs supplies and start implementing the appropriate distribution system using the FIFO and FEFO in order to avoid the loss due to expired and/or defected drugs. We also recommended the hospital management board to have more control and monitor as well as evaluation on the drugs storage process (drugs receiving, drugs arrangement, drugs release and drugs inventory stock) and furthermore, management board also expected to have actions plans against those evaluation results.

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## A REVIEW ON TECHNOLOGY ACCEPTANCE MODEL TOWARDS CONSUMER PARTICIPATION IN SMART-GRID

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### Abstract

Based on literatures on the Technology Acceptance Model (TAM) and related efforts in technology adoption research, this paper proposed an extended model for analyzing supply system acceptance of users. The user readiness to adopt and use smart grid will be evaluated using TAM. Innovation adoption has been widely researched in academe, industry and the public sector. This literature is to review TAM being identified and observed to have been published in journals from Emerald, New Platform EBSCOhost, Proquest, Science Direct and IEEE Explorer databases between 1998 to 2014. The most recent studies investigate the TAM in information system and involved service industries in its scope have been reviewed. A discussion on the TAM and factor on consumer acceptance smart grid is presented and conceptual framework, and the research model are proposed. This work has been supported by Universiti Teknikal Malaysia Melaka (UTeM) through MTUN/2012/ UTeM-FPTT/9 M00017.

**Keywords:** smart-grid, perceived usefulness, perceived ease of use, technology acceptance model

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### INTRODUCTION

In studying user acceptance and use of technology, the Technology Acceptance Model (TAM) is one of the most cited models. The TAM was developed by Davis (1989) to explain computer-usage behavior. The theoretical basis of the model was Fishbein and Ajzen's Theory of Reasoned Action (TRA) (1980). It is an information systems (System consisting of the network of all communication channels used within an organization) theory that models how users come to accept and use a technology. The model suggests that when users are presented with a new software package, a number of factors influence their decision about how and when they will use it. The statement of problem for this research is expand from technology acceptance model theory where the technology acceptance among users and customers triggered from two general viewpoints on the decision to accept or reject a certain technology; Perceived usefulness (PU), and perceived ease-of-use (PEOU). These two viewpoints could affect the decision of users to adopt the innovation of technology.

**Technology Acceptance Model (TAM).** TAM is to provide a basis for tracing the impact of external variables on internal beliefs, attitudes and intentions. It suggests that perceived ease-of-use (PEOU) and perceived usefulness (PU) are the two most important factors in explaining system use. The model does leave open the potential to

incorporate perceived value impacts as antecedents of its constructs or as additional external factors. TAM is suitable for examining perceptions, attitudes, and intentions before implementation as well as after. (Venkatesh & Davis, 2000). From Davis's study, it shown that PU proposed six items measurement tools and the most commonly use are 1) using (application) increase my productivity, 2) using (application) increase my job performance, 3) using (application) enhance my effectiveness on the job, 4) overall, I find the (application) useful in my job. All measure of PU is found to lead to an acceptable level of internal consistency. From the study, the four items frequently used for measuring PEOU are 1) learning to operate (the application is easy for me), 2) I find it easy to get the application to do what I want to do, 3) the (application) is rigid and inflexible to interact with, 4) overall I find the (application) easy to use. TAM has proven to be useful theoretical model in helping to understand and explain use behavior in IS implementation. TAM has demonstrated that it is valid, robust and powerful model for predicting user acceptance (Hernandez et al., 2008).

Table 1 below record the practice of previous researchers in using TAM in general technology studies.

Table 1  
TAM model practice in general technology

AUTHOR	TITLE	YEAR
Blanca Hernandez, Julio Jimenez, M Jose Martin	Extending the TAM to include the IT decision maker : a study of business management	2008
Namkee Park, Raul Roman, Seungyoon Lee and Jae Eun Chung	User acceptance of a digital library system in developing countries : An application of the TAM model	2008
Vassilios P. Aggelidis, Prodromos D. Chatzoglou	Using a modified technology acceptance model in hospitals	2008
Seijin Ha, Leslie Stoel	Consumer e-shopping acceptance Antecedents in a TAM	2008
Linwien Van De Wijngaert and Harry Bounwman	Would you share? Predicting the potential use a new technology	2008
Mark Turner, Barbara Kitchmen, Pearl Brereton, Stuart Charters and David Budgen	Does the technology acceptance model predict actual use? A systematic literature review	2009
Richard J. Holden and Ben-Tzion Karsh	The TAM : Its past and future in health care	2009
Chun Hua Hsiao and Chyan Yanga	The intellectual development of the TAM : A co-citation Analysis	2010
Said S. Al Gahtani	Modeling the electronic transaction acceptance using an extended TAM	2010
Stacy Huey-Pyng shyu, Jen Hung Huang b	Elucidating usage of e-government learning in perspective of the extended TAM	2011
Hyojoo Son, Yoora Park, Changwan Kim, Jui Sheng Chou	Towards an understanding of construction professional acceptance of mobile computing devices in South Korea	2012
Isaiah Lules, Tonny Kerage Omwansa, Prof Timothy Mwololo Waema	Application of TAM in M-banking adoption in Kenya	2012

**Perceived Ease of Use (PEOU).** TAM defined this variable as “refers to the degree to which the prospective user expects the system to be free of effort” (Davis, 1989), respective to mental and physical efforts as well as ease of learning. PEOU affects PU and both variables are significant predictors of attitude toward use. The more positive the PEOU and PU of the system the higher probability of actually using the system. PEOU has small significant effect on behavioral which after that will subside over time. The influence of PEOU is less deep towards behavior compare to PU (King & Jun He, 2006). Previous researchers who studied social networking sites (SNS) adoption found that PEOU has significant effect on PU where user feel that a particular SNS is easy to use (Goh et al., 2011). On the other side, from study in e-government learning by using web-based technology, PU most impacted behavioral intention rather than PEOU (Stacy Huey-Pyng Shyu & Jen Hung Huang, 2011). In the context of M-Banking, PEOU has gave influence towards adoption of this technology and predicts usage intention to use the system (Lules et al., 2012). PEOU is a concept where an individual usage target system to be relatively free to effort and the performance similar character with complexity by Roger’s theory. The adoption and use of business management software by employee’s lack of connection between their level of use and their PEOU (Hernandez et al., 2008). PEOU use in this model also respective to mental and physical efforts as well as ease of learning (Yang & Yoo, 2004).

**Perceived Usefulness (PU).** According to Vankatesh & Davis (2000), “user’s subjective probability that using a specific application system will increase his or her job performance within an organizational context.” and it is similar characteristic with Roger’s theory ‘relative advantage’. Usefulness has direct effect on behavioral intentions over and above its effect on attitude (Agarwal & Prasad, 1997) and usefulness is far more important than ease of use in predicting usage (Vankatesh & Davis (2000). PU is responsible for the greatest influence on people’s intention (Chuttur, 2010) and lead to an acceptable level of internal consistency (Legris et al., 2002). From previous research, Xiaodong Deng et al. (2004) analyze the structural weights across population subgroups for latent variables in TAM where graphic PU is equivalent with their structural weighted not PEOU which mean PU is higher in predicting intention to use. Regarding the influence of PU, consumers’ perception of smart meters’ usefulness might be further increased by additionally providing value-added services for examples security or assistance services and home automation (Johann & Ludwig-Maximilians, 2010). On the other perception of this characteristic on social influence where it can give effect to the user perceptions of usefulness when the supervisor use e-mail to communicate with employee and it can avoid miscommunication among the co-workers (Karahanna & Straub, 1998).

### **Conceptual Model of Study**

The theoretical base of the study framed the conceptual model to be comprised of variable of TAM where PEOU and PU as Independent Variable, Intention to use as moderator in this model. Technology Adoption consider as Dependent Variable. This model as illustrated in figure 1 bellow.

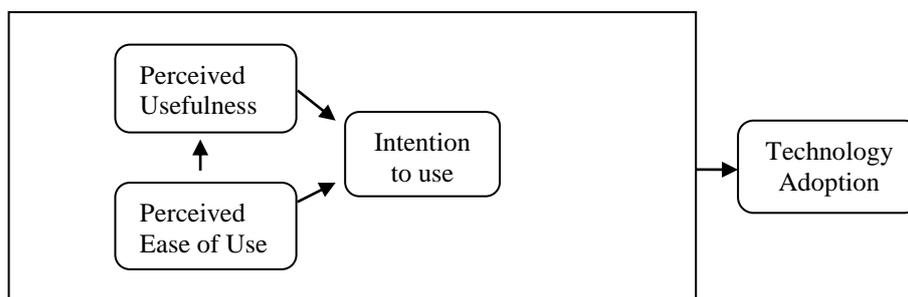


Figure 1. Technology Acceptance Model

**Factor of Consumer Acceptance Smart-grid.** Smart-grid is renewable energy where potential customer to use and adopt this technology is difficult. From IBM Global Utility Consumer Survey (2011), found that more than 10, 000 people across 15 countries, stated that over 30% of those polled which have never heard the term of this energy and more than 60% are unaware of smart grid or smart meter. These surveys show that people did not aware and do not understand about this energy. Looking at the difference barriers that delay the performance of smart grid products and services there seems to be lack of market acceptance (Curtius et al., 2012). From the 34% respondent give a reason not to adopt the new technology because of too costly to purchase and install another 17 % stated that the savings on electricity would to be small. Economic benefit is the most significant motivator for generate electricity at home (Aspinwall, Malmsten, & Mims, 2012). This factor is supported by Baiya (2012), where the most important adoption consumer factor is motivator. Motivator is including current cost energy, availability of an effective and ease to use the technology, convenience incentive for consumers to change. All this factors are the most important thing for the consumer to adopt the new technology in their life. For acceptance this renewable energy, consumer is very particular about the privacy issues and cost related to and also they concern towards electricity provision to poorer and vulnerable part of the population. It shows that the designing of this smart grid and service from beginning which is the way information communication and public opinion risk are key of successful smart grid on consumer acceptance OECD (2012). The other researcher found that consumer still depends on utility provider or government to keep an eye on processing system of electricity and privacy concern is become important thing in terms of information security in smart grid system (Poh Ai Ling et al. (2012). Perceived Ease of Use and intention to use have strong interrelationship and it is important to increase consumer's perception of the usefulness and ease of use of smart grid to enhance consumer's participation. Enhancing of perceived electricity saving effect, eco environmental friendliness, cyber-security safety and perceived ease of use will increase perceived usefulness and also perceived eco-environment has strong positive impact on PU where it will increase perceptions of the smart's grid usefulness towards environmental benefits.. This result show that the awareness of the smart grid is important to the customer and will reduce customers worries through education and smart grid promotion (Chan Kook Park et al., 2012).

## CONCLUSION

The purpose of this paper is to review the literature on the extended of technology acceptance model theory in information system and to develop the research conceptual framework. This model of technology is not as widely available as one would have imagined in comparison to the field of innovation as a whole. Based on the limited number of articles published especially in Malaysia, we see the need to have more contributors and rooms provided by publishers. These papers also review the literature on acceptance customer towards smart grid as renewable energy and TAM will be used as one of manner to improving customer acceptance of the smart grid also evaluate the relationship between independent variables and dependent variables.

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## THE IMPLEMENTATION OF CURRICULUM 2013 ON EARLY CHILDHOOD EDUCATION

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### Abstract

This article is aimed to describe the implementation of Curriculum 2013 on Early Childhood Education (it is called *Pendidikan Anak Usia Dini*, or in short, PAUD). Its implementation was done through 4 stages. First, designing its curriculum held by Minister of Education and Arts of Indonesia by involving some experts and practitioners. Second, public testing in order to get responses and feedback from society. Third, revising and finishing process to be set as Curriculum 2013. Forth, implementing and socializing this curriculum to all teachers and educators of PAUD all over Indonesia. The implementation of this scientific-based curriculum aims to give standard guide for teachers and educators in the learning process and to improve the competency of teachers. The teachers here refer to all teachers who teach young children at the age between 4-6 years old in PAUD scope either formal, imformal or informal. This implementation begin with Training of Trainers (TOT) given to all PAUD teachers in Indonesia. It is hoped that this TOT will produce competent PAUD trainers to develop this curriculum in their provinces. To reach the objective of this curriculum, The Ministry of Education and Arts of Indonesia has targetted to produce 20.900 PAUD teachers by the end of year 2014.

*Keywords: curriculum, education, early childhood*

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### INTRODUCTION

Curriculum is a standard structured guidance in education system. Every school should have curriculum in order to run good learning process in the class, so that the objectives of that process can be achieved. Curriculum is always changing from year to year. It is the responsible of the Ministry of Education and Arts of Indonesia to formulate this curriculum starting from early childhood education until higher education. Curriculum also concerns with sustainability and society's needs from era to era.

The presence of Curriculum 2013 in all levels of education in Indonesia except for early childhood education creates such a big question why this curriculum was not also designed for this level? In fact, early childhood education (or it is called *Pendidikan Anak Usia Dini or PAUD*) is the early basic of education in Indonesia. At this stage, the children are in their golden age to develop their cognitive, affective, and psychomotor aspects that are interrelated to each other and sustained to higher levels. One study shows that in the golden age, children's brains work great with their neurons (Walsh, 2011:33). This is also a good time for children to be given such stimulation consistently and simultaneously. And this stimulation should be framed with what we called curriculum.

After being legalized by the Ministry of Education and Arts of Indonesia, Curriculum 2013 creates a problem on how to implement this curriculum especially on the teachers of early childhood education all over Indonesia. On September 2014 the government held Training of Trainers (TOT) in Semarang and Bandung as the first step of socialization process of this curriculum all PAUD educators in Indonesia. This program followed by 138 participants that were being broken down into 3 sessions. It was a joined cooperation program between Directorate of Early Childhood Education both informal and informal with Directorate of Early Childhood Education Body for Teachers and Educators both informal and informal with the theme "The Implementation of Curriculum 2013 on Early Childhood Education".

This study specifically described the implementation of Curriculum 2013 on Early Childhood Education in the society, especially for teachers and educators of PAUD. It covers the description about what is meant by Early Childhood Education Curriculum 2013? How to apply learning approaches in this Curriculum? What are some actions will be taken after TOT program in order to succeed this curriculum? These are some cases which become the focuses in this article. It is hoped that through this article, the socialization of the Implementation of Curriculum 2013 on Early Childhood Education can be widely shared even through publications. Besides, it is also expected that this article can be used as the recommendations for the stake-holders such as local Department of Education to measure the succeed of the socialization of this curriculum 2013. Further, its successful will also create a smart and highly competitive young generations.

## DISCUSSION

**Curriculum 2013 for Early Childhood Education.** The word 'curriculum' taken from Greek word 'currere' which means the distance of running. This word was used in running competition starting from start until finish. Based on that definition, then the term of curriculum was then used in the education world. In education, curriculum is defined by the experts differently such as a designed program which covers several activities such as materials to be delivered, instruments and method which will be applied by the teachers (Subandijah, 1993:2).

Curriculum for Early Childhood Education has been designed in several countries by focusing on various characters of children. The design is mainly based on the needs of children's ages development. Drake (2007:7) defines integrated curriculum as a curriculum dealing with multidisciplinary studies such as mathematics, language, science, technology and art.

Curriculum 2013 for Early Childhood Education is referred to a package of planning and managing of objectives, contents, materials and methods used as a guide to run learning activities to achieve the purposes of its education. This curriculum has been being implemented since academic year of 2013/2014 (Directorate for Early Childhood Education Body, 2014:2). The implementation of Curriculum 2013 for Early Childhood Education was being designed after it was being implemented in Elementary and Secondary levels of education. Thus, it was being introduced to public on September 2014 through TOT program right before its implementation in all PAUD institutions in Indonesia.

The structure of Curriculum 2013 for PAUD covers the elements of Main Competency, Basic Competence, learning content, development program and learning

load. Those elements are under Standard of Children's Development Achievement Level Body (SCDALB) as the minimum qualifications for children's development; religion and moral, physical and motoric, cognitive, language, social emotional and arts. This Body was established by Body of National Education Standard (Directorate Body for Early Childhood Education, Directorate General for Informal and Informal Early Childhood Education, 2014:11).

Main Competency covers spiritual attitude, social attitude, knowledge and skill. Basic Competency consists of the ability and learning content to determine learning themes based on Main Competency. Its formulation should be based on children's characters, prior proficiency and the characters of intended development program. Learning content refers to materials given to children based on the development program (religion and moral, physical and motoric, cognitive, language, social emotional and arts). All organizations and structures of its curriculum are limited by learning load that should be followed by the children as their learning experiences in a week, one semester and or yearly.

**Learning Approaches in PAUD's Curriculum 2013.** Curriculum 2013 for PAUD has characters to balance attitude, knowledge and skill based on children's development stages. It takes society as learning sources, creates learning activities through playing, gives sufficient time for children through scientific approaches. These approaches are designed to develop and optimize any children's potentiality to be better. If previously learning process of the children focused on old pattern such as teachers were more dominant than children, learned by using limited facilities, concerned more on children's work sheet, took teachers as main sources of learning, then this scientific approach changed this old paradigm by involving children's in learning activities actively. Learning sources do not only use teachers by also children's environment, parents and even society.

Scientific approach is a learning process designed to construct children's competency of attitude, knowledge and skill through observing, asking, collecting information, thinking and communicating Directorate Body for Early Childhood Education, Directorate General for Informal and Informal Early Childhood Education, 2014:15). Scientific approach is framed themes/sub themes of learning process by adjusting the time allotment. Children's development can be measured authentically through observation portfolio as the indicators. The assessment is done during children's learning time and being reported to parents periodically. After following children's learning process through this scientific approach, it is expected that the children will be ready to continue their education to higher level. The following graph shows the whole scheme of PAUD's Curriculum 2013:

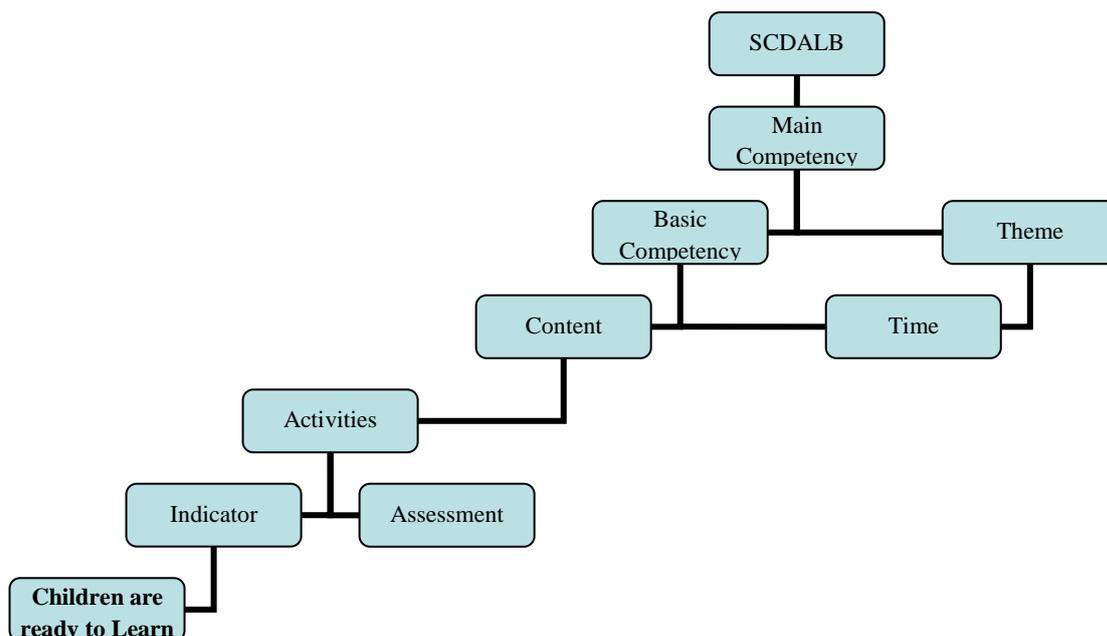


Figure 1. The whole scheme of PAUD's Curriculum 2013

**Action Plan for the Implementation of PAUD's Curriculum 2013 after TOT.** The implementation of this Curriculum was done through several steps. First, through education and training program followed by 50 national-certified instructors under the team of Curriculum 2013 design. Second, through education and training for 130 persons as the representatives of Early Childhood Education Teachers' and Educators' United, Group of Indonesia's Kindergarden Teachers and Institutions that run Early Childhood Education (for Bachelor Degree).

The national implementation of this Curriculum all over Indonesia is aimed to give guidance for both teachers and educators in the process of learning. Besides, it is also being socialized in order to improve teachers' competencies through the application of this Curriculum 2013. These teachers are those who teach children in the age between 4 – 6 years old, both imformal and informal. This implementation was firstly done through Training of Trainers (TOT) program to all PAUD's teachers in Indonesia. This TOT produced competent trainers who can develop this PAUD's Curriculum 2013 in every province of Indonesia. By the end of 2014, there are 20.900 PAUD's teachers targetted by the Minsitry of Education and Arts of Indonesia who will be expected to support the socialization and implementation of this Curriculum. The target can be seen in the following scheme:



Figure 2. The Target of PAUD's Curriculum 2013

## CONCLUSION

Curriculum 2013 for Early Childhood Education has been being implented in several stages starting from national-certified instructors to all PAUD's teachers all over Indonesia. It is hoped that this step can become the main focus for Department of Education and Arts in the Province to collaborate with all PAUD's teachers to maximize the implementation of this Curriculum.

The active role of higher education that runs Early Childhood Education is also required to graduate competent students who cope with any updated knowledge of PAUD to be applied in their real life of teaching. Thus, the institutions of higher education is also expected to review their curriculum after that TOT program. The curriculum should be adjusted with the requirements of Curriculum 2013, for example in the application of scientific approach which mostly different from its concept in old curriculum. After TOT Program, the Institutions for higher education should have cooperation with another institutions to hold PAUD's Curriculum 2013 workshop so that the society will get the right information about this Curriculum.

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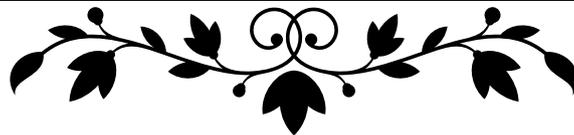




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# **LANGUAGE, MEDIA AND COMMUNICATION**

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## COMMUNICATION PATTERNS ON THE AGRICULTURAL TECHNOLOGY ADOPTION IN MAGELANG, CENTRAL JAVA REGION BASED ON EDUCATION SUSTAINABLE DEVELOPMENT (ESD)

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### Abstract

Communication Research in this social perspective were aimed to obtain a comprehensive imaging from motivation and human resources potential on food revitalization in Magelang Regency. The collection data integrated with the physical needs of farmers, land management decisions within the family, the use of agricultural technology and family economic planning. Characteristics of residents in Magelang Regency had unique communication and a complex sociology interpretation, related to the behavior of the farmer group which is influenced by the social structure and social custom of the population. One of the data from the sub district indicated a change in the community's culture of farming into labor. This data research obtain through in-depth interview during a transition profession that will influence attitudes toward family patterns. Magelang regency is a satellite area located in the border region. Geographical conditions make living as sand miner is better than farmer, because miner is more profitable, thus the number of male farmer is reduced. The consequence is the farming activities are carried out by women and those changes affects the pattern of child care. Improving Capacity Building is a process to do something, or movement that bring multi-level changes in the individual, groups, organizations and traditional systems, in order to strengthen the ability of individual and organizational adjustments to be able to adapt on environmental changes. One of the methods is applying the Precision Agriculture to encourage the creation of the welfare society based on their local wisdom. In order to get support for a comprehensive numerical data, this study also puts the behavioral interpretation of farming communities.

*Keywords: Adoption, pattern of communication, ESD, local wisdom.*

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### INTRODUCTION

**Problems.** Social capital is a concept that can be utilized in any delivery approaches for the efficient transfer of agricultural technologies. Over the decades, technology adoption and diffusion in agriculture have always been a problem with no leap forward solutions in sight. Adoption is defined as a decision to continue full use of an innovation while diffusion is defined as the process by which an innovation spreads (Rogers, 1995).

Most studies conducted on this subject had always focused on individual attributes as factors contributing to successful adoption and diffusion of agricultural technologies. Human behavior, however, is the result of interactions and interrelations between people. Thus, using this concept enhances any approach to understanding technology adoption and diffusion in that it makes it more unified, holistic, and

comprehensive by looking beyond the individual—at the individual in relation with another individual. It looks at the norms and values operating in social relations and it looks at the ethos of social relations (Palis, Morin, Hossain, IRRI Paper Palis, 2002, Philippines).

**Objectives.** This paper presents evidence on how farmers' decisions to adopt a new technology on agriculture relate to the adoption choices of farmers in their social network of family and friends or their farmer groups.

The adoption of new agricultural technologies is an important route out of poverty for many in the developing world. Yet agricultural innovations are often adopted slowly and some aspects of the adoption process remain poorly understood. This paper analyzes how social learning may lead a farmer's initial decision to adopt a new technology to be related to the decisions of others in their social network.

## Literatur Review

**Technology and Society.** Technology and society are inseparable. The design, development, adoption, utilization, and diffusion of technology are inherently social processes. As Howard Segal writes in his book *Future Imperfect* (1994), "all structures and machines, primitive or sophisticated, exist in a social context and, unless designed for the sake of design itself, serve a social function" (p. 2). Technology and society interact and influence each other, sometimes benignly, other times violently. Technology impacts, shapes, and redefines society and, in turn, a variety of social factors affect the development, implementation, and spread of technology.

As with all other technologies, society and the technology of instruction are irrevocably intertwined. Many instructional design theories, however, neglect or ignore the social context in which instructional products are intended to be used. The primary purpose of this paper is to provide a basic understanding of the important role that society plays in the adoption of technology and to suggest methods for incorporating societal factors into the instructional development process.

Before discussing social factors specifically, it is important to have a general understanding of why social factors are important and relevant to the field of instructional design. Social factors are important because instructional products have not been widely utilized in educational and training settings (Burkman, 1987). The Research Development Diffusion (RDD) paradigm that predominates in the field of instructional development has proven to be inadequate to the task of producing instructional products that people want to use.

The RDD paradigm seems capable of producing effective instruction but is flawed by its over reliance in "Technology Push" -- a belief in the inevitable forward advance of society powered by ever improving and more powerful technology. Technology Push assumes that products which are technologically sophisticated and technically sound will be, as a direct result, widely adopted and correctly utilized. The overall failure of many large-scale curriculum development projects in the 1960s (Hall and Hord, 1987) is a notable example of the fallacy of Technology Push and highlights the limitations of the RDD paradigm.

## METHODOLOGY

The integration of qualitative and quantitative methods resulted in illuminating insights about the investigated social phenomena the impact of social capital on reducing poverty. Both methods are complementary. The qualitative method gives substance, context, and meanings on the quantitative results. It also helps refine and gives focus on the questions to be included in the collection of quantitative data.

In like manner, the quantitative method gives basic information in many issues and gives direction on what specific domains where in-depth understanding is needed through qualitative method. The integration of qualitative and quantitative methods resulted in illuminating insights about the investigated social phenomena the impact of social capital on technology diffusion. Both methods are complementary. The qualitative method gives substance, context, and meanings on the quantitative results. It also helps refine and gives focus on the questions to be included in the collection of quantitative data.

In like manner, the quantitative method gives basic information in many issues and gives direction on what specific domains where in-depth understanding is needed through qualitative method.

**Research Location.** The research was conducted in the area under the program of Precision Agriculture in Magelang Regency, Central Java at 6 sub districts, i.e.: Salam, Muntilan, Salaman, Windusari, Tegalrejo and Secang (The research location map is shown in Figure 1 a, and b).

**Research Activity.** The Precision Agriculture preliminary research was conducted with activities on *Social Characteristics*: Many social characteristics are studied during July 2010-2013 for Salaman, Muntilan, Jumoyo, and Windusari. Those are in Magelang District, Central Java Province, Indonesia. The social data were tabulated to identify the area with agriculture community generally. The data includes the family level of: physical needs of farmers, land management, the use of agricultural technology, and family economic management. These are to find the potential human resources to revitalize the community.

## RESULTS AND ANALYSIS

Farmer in the Magelang District behaves as a group of dynamic media-related community. This behavior is influenced by the social structural level and culture. Being continually culture change with the time, the social community level would also change. A significant change in the culture is because of the cellular phone which reduces distance among the farmers. This phone supports the community to better work for collecting sands in the rivers and working to build some road and buildings.

The prolific land for farming in Magelang, made the community to work for agriculture since the beginning of the history therein. The farming is generally rise that could be planted in any season. Dry and Wet Munsons affects the area. In dry season, it could also be planted for cassava, corn, peanut, tobacco, etc. Salak is so good and popular from this area. In this Indonesia development country, many building and road are built. This development is increasing year by year and is far high now after year



$$Q = \frac{R}{N.(C_p + C_s + C_t)}$$

Q= quality of life;  
R = resources available (limited);  
N = human population (which always rises);  
CP = primary needs or consumption;  
Cs = secondary needs  
Ct = tertiary needs

Furthermore, a group of residents have characteristics and behavior of certain demographic and quality of life as a totality or as a system. It is called in this research as an approach to ESD Social general system of Farming. When we refer to the explanation above, this macro system boundary consists of various components of influence, interaction and interdependent. It influences to the characteristics and behavior of demographic and quality of life for certain groups of farmers.

**The survey results as follows:**

1. Characteristics community in the Magelang are:
  - a. Farmers mostly in nonproductive age.
  - b. Education of most of head families are Elementary and secondary school.
  - c. A family with generally more than 3 members.
2. Strategically, all family members are utilized for income effort. Kinship patterns become a central part of the farmer owners to the tenants. With the time, the family has greater members, and then narrower land is done for each person.
3. Salaman is quite far to the central development. It consequently has smaller income opportunities. This location which is rural areas has more face to face communication system. This Salaman community is more cohesive, and more loyal in farming. Satellite region which is located in the border between town and village uses more cellular phone for communication. The following is social conditions in the areas:

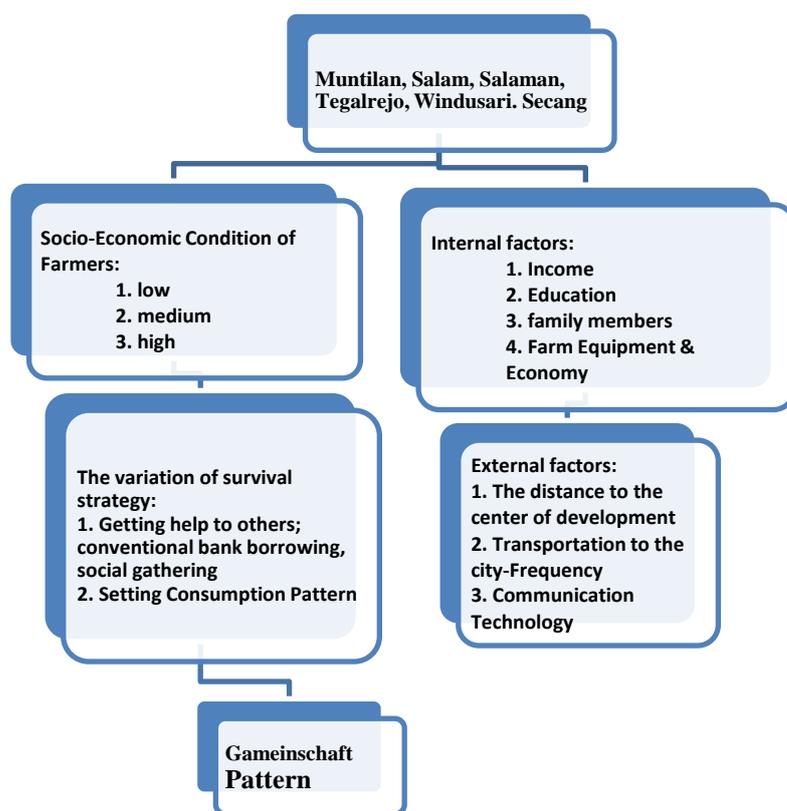


Figure 2.

The figure shows that the social condition tends decreasing in life quality (Q) due to the increase in GNP that must be balanced with environmental management (M). This is in line with research by Beale on Burkman (1980). The efforts of farmers in various survival strategies are inherent to the natural resources available. Opportunity is increased with industrialization. It uses technology that eventually reaches a maximum carrying capacity (Kmaks). Management by humans should be limited between Kmin and Coptic. Managing natural resources between 30-70% results in a fairly good social quality. The figures in brackets show the scale (index) environmental quality.

Muntilan is on 30-70% resources quality condition. It is quite good. It is shown from data collected in the field. The farmer groups have a productive age of 29-47 years. This age is well for the introduction of advanced agriculture-based programs. This age group would be optimum utilizing communication technologies such as mobile phones, television, internet, and newspapers. This is more characterized for Jumoyo where in the main road of Magelang - Jogjakarta. Social culture is more integrative. The community is also easier in absorbing technology. Many more opportunities are here such as becoming a laborer in making buildings and mining of sands. Therefore, this Muntilan community has more income than farming.

A common assumption is clearly far more of their income than the farmers who have to go through various stages in the economic business family. A miner can get fifty thousand rupiah a day. This income is far bigger than its farmer income. Consequently, more men work for the mining and labors. It then less men work for farming. Then farming is done more by women. The women farming group is then

more dominantly for the culture. Farming is represented by the mother-housewife. Activities such as mutual savings and loan, and the study group is also dominated by housewives groups in obtaining family economy solutions. Salaman village was surveyed on December to July 2013. This has lower socio-economic level. Revitalization economy approach would be less optimum. Farmers above 50 years of age is 50 % of the population. The education level is Elementary School & Junior High School. This education level cause in low accepting new knowledge of the revitalization above. A stereotype here is educating as a donation. A stagnation development is in here.

Banjarsari Village of Windusari District was surveyed on 4-24 July 2013. Most of population is farmer, and half of the population is older than 50 years old. This has high social life. Much new generation could study to university. Farming is dominantly done by male. The land acreage is generally wide. Female is working mostly only after cultivation parts. The acceptance of new farming knowledge is good, and they are so active in attending many revitalization meeting in the villages.

Sociometric technique was employed to identify the key communicators and their networks. Neighbourhood pattern of interaction showed least dense key communicator network and least dependence of farmers on these key communicators for securing information. Friendship pattern of interaction featured higher number of respondents seeking information from more than one key communicator; whereas, discussion group pattern of interaction showed least number of key communicators.

## CONCLUSION

Kinship (*Gameinschaft*) holds primary among the social relations of Magelang farmers. It is characterized by strong ties, mutual trust, and norms, which promote coordination and cooperation for mutual benefit. The kinship factor reduces transaction cost in the sharing of IPM. Secondary to kinship is farm neighbor relationship. The geographical dimension of farmers' activities is a major factor in determining the locations in which social interactions take place. The farm is the community space where sharing and learning of technologies like IPM happen for both kin and non-kin.

In a society where farms of local kin groups are not located near each other, farm location is a critical factor to consider in planning a strategy to identify participants. Both kinship ties and farm location are factors to consider in developing a sampling scheme to identify IPM participants. Kinship is the radius of spontaneous sharing, whereas the farm is the radius of spontaneous diffusion, where both sharing and learning happen. This in effect, results in a fast and spontaneous diffusion of agriculture technology. Thus, social capital is a way of enhancing the efficiency of farmer to farmer extension. It reduces transaction cost, lower the cost of information, and at the same time facilitates cooperation, coordination and action—adoption of technologies.

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## HOW TO IMPROVE STUDENTS' ENGLISH WRITING SKILL THROUGH SELF-ASSESSMENT

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### Abstract

Globalisation era is identified as an English century in which the people are required to be able to communicate in a global context through English. In the scope of education, communicate means having contact both in spoken and written. This classroom action research is aimed to improve students' English writing skill through their self-assessment. The research was done last semester in Writing 1 class of 2nd year English students. Total number of 45 students participated in this study. In the pre-liminary stage, students' achievement for their writing skill performance was only 40% good in average. It was found that most of the students directly translated their ideas in Bahasa into English. The writers took their pieces of writing randomly, then discussed the appropriate ways to link their ideas in Bahasa and explore them into English. In the first cycle, students hit 60% good in average and this achievement was increased to 75% in the second cycle which excelled the writer's target, 70%. Surprisingly, after this stage, some of the students were not only able to write their ideas properly but also able to revise their friends' works of writing.

**Keywords:** *The importance of writing, Students' self-assess in writing*

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### INTRODUCTION

Expressing thoughts, ideas or feelings literally never been an easy work. Comparing to speaking in which we can use gesture, emphasizing, expression, intonation, repetition, etc. to make the listeners get our points, in writing we are required to use proper sentences, grammar, language structure, good paragraphing, etc. to let the readers understand what we mean.

In an EFL classroom, writing becomes the most difficult one among 3 other skills should be acquired, i.e. speaking, reading, and listening. Cahyani (2010:1) gives her best idea that many people have difficulty in mastering writing skills since they are one of the very complex skills.

To be prepared as Secondary English teachers, students of English study program, Faculty of Educational Sciences, Muhammadiyah University of Jakarta, get Writing subject in two semesters for totally 6 credits, i.e. Writing 1 in the second semester for 3 credits and the other 3 credits in Academic Writing (semester 3). It was found that most of the students have problem with the influence of their L1 in which they are still thinking in Bahasa while they are writing in English. This is because those who try to master a foreign language in adulthood is due to their learning in the context

of a previous language, in this case Bahasa. The students thought writing in English is simply translate their Bahasa into this language. But in fact, in order to become bilingual, the students need not only to absorb and reproduce correctly the elements of the other language but also to recognize and appreciate its social and emotional values. It means that they are required to be able to convey both the written and spoken word in each language with all its cultural and emotional connotations.

The way the students put all the words and sentences they are thinking in Bahasa into English lead the writers to conduct a small action research which concerned on language focus by guiding the students to analyze and discuss their mistakes or in other words, the students were invited to assess their own work of writing. Thus, the title of this study is: "Learning from the Mistakes: Improving Students' English Writing Skill".

## Literature Review

**The Importance of Writing.** In order to compete in this global era, to link to knowledge, information and socio relation structures, education world requires us to: 1) be able to use and command of IT technologies, and 2) to communicate in other different languages. Written verbal language in this current multilingual century is being given major priority in the development of those two competencies.

"Writing is a complex and cognitively demanding activity" (Mertens:2010). As a written communication, writing also represents sociocultural processes. Moje (2002) further clarifies that it is necessary for adolescent to use and practice literacy to navigate and manipulate both popular culture, academic culture, and the world of work.

In a pre-service English teachers' classroom, writing subject is programmed and designed for teacher candidates by lying on two important factors; a) the students in this class plan on becoming English teachers after they graduate, and b) they are expecting to be able to implement the subject's content in their own real classroom once they become teachers. Thus, it is clear that writing is very important in the education world, moreover to those pre-service students who are prepared to become professional teachers. They need appropriate method to improve their skill to write.

**Students' Self-Assess in Writing.** In the context of writing, self-assess can help students picture their weaknesses and mistakes. Overmeyer, M (2009) says that when students effectively self-assess, the teachers will all benefit. Students who know where they are and what they need in order to improve can help create a classroom environment in which everyone will be able to ask for the type of support his or her needs. One of the ways to invite students to do self-assessment is through classroom discussions. Classroom discussion activities can provide a general feel for how the class is coming along with a particular idea. Teacher can take teaching points to be developed when the class notice things about one another's writing. Carl, Anderson (2000) recommends that teachers listen to students while reading their work and then take a research stance --- the teachers should think of something they can teach the students about his or her piece of writing that can be used in later other writing.

To meet the students' needs which are adjusted with the teaching, the teachers should consider effective strategy moreover in a short period of time. And Overmeyer (2009) further explains that the students must be involved in the assessment of their writing in order to encourage them to become aware of their own strengths and needs. Besides, through this self-assessment, the students will also be able to diagnose problems they have detected then edit them as it supposed to be.

## METHODS

According to Mettetal (2001), “both quantitative and qualitative methods were appropriate to assess the outcomes of a classroom action research project. And there are three major research designs could be used for this kind of research, i.e. pretest-posttest designs, comparisons of similar classes, and case studies. In this study, a case study approach was applied to generate a hypothesis: the students might increase their writing skill by learning from the mistakes. As Wallace (1998:161) gives his best ideas that “case studies concentrate on what is *unique* (i.e. with individual units: an individual student; an individual event; a particular group; a particular class; a particular school, etc).”

The writers applied an action research model proposed by Kemmis and Mc Taggart (1998) in this study which comprises a four-elements spiral model, i.e. plan, action, observation, and reflection. For the limitation of the study, one of the writers handled the class and conducted two cycles of action which focused on the process to determine whether the cycles needed to be extended or not, while the other writer became the collaborator. The cycles can be seen as follows:

### Cycle 1:

**Planning.** At this stage, the writer chose a writing exercise book covered writing topics/titles to be given to the students. Each student will get each different topic randomly. The book used by the writers is Exploring Writing by Muschla (2011).

**Action.** Next, the students were given 60 minutes to start their writing. They were free to open their dictionary or any books. At this process, the students were required to write a-3 paragraphs writing by following the questions available as the guidance of each topic. The paragraphs were: introductory paragraph, body/content, and closing. After one hour, their papers were being collected. The writer then took 5 works randomly, chose some sentences from each to be written on the board. The writer asked the students to read these sentences several time until they got the idea of the sentences. The writer brainstormed the students to think the best expressions in English to make the sentences written by their friends have English sound. The main focus of the discussion and analysis was on the way the students wrote their thoughts or what is called language focus. After that, grammar points were only be connected at glanced to make the sentences became perfects.

**Reflection.** It can be seen that most of the students could not really get the feeling of being a good English when they wrote. Most of them directly translated what they were thinking in Bahasa into English. Their sentences were mostly even and funny to be read. Besides, since the students got the topic randomly assigned by the writer, some students who got unfamiliar topics could not finish their writing since they did not know what to write.

### Cycle Two:

**Planning.** Reflecting from the results of the first cycle, the writer decided to let the students write a 3-paragraphs writing with free topics. They were only limited by the

time and the paragraphs which should covered introductory paragraph, body/content, and closing.

**Action.** Next 5 works of the students were chosen randomly to be presented on the board. Again, the writer only took some sentences out of each students' 3-paragraphs writing. The students were invited to read these sentences again and again to interpret the purpose of these sentences. Altogether, the writer directed them to think in English and re-write these sentences into English.

**Reflection.** The students were getting enjoy to get involve in this activity. They thought faster, changed the idea into English and able to integrate appropriate grammar should be put in the sentences.

### **Post Cycle:**

At the end of the research, the writer gave writing exercises to the students. The writer picked 10 sentences from their previous writing which had different ideas. The writer asked the students to re-write the correct and appropriate ones. They were free to re-state the ideas as long as it represented the thoughts of the main writer. After this stage, the writer also asked several students about their opinions to have this kind of learning process. Almost all of them said that they were getting more motivated while analyzing their mistakes and discussing to interpret the right ones.

## **RESULTS**

In those two cycles, it is found that on the first cycle, 60% of the students performed 'good' in their writing. These results were increased in the second cycle in which 75% of the students hit good in the average. The students' writing assessment was based on Composition indicator proposed by Jacob et al., as cited in Ghanbari, Barati, &Moinzadeh (2012). Since the writer focused on the language used by the students, then the assessment of students' writing was based on that criteria only (Language Use Profile) as follows:

Table 1  
 ESL Composition Profile

Student Score	Date Level	Topic Criteria	Comment
Content	30-27	<b>EXCELLENT TO VERY GOOD:</b> knowledgeable • substantive • through development of thesis • relevant to assigned topic	
	26-22	<b>GOOD TO AVERAGE:</b> some knowledge of subject • adequate range • limited development of thesis • mostly relevant to topic, but lacks detail	
	21-17	<b>FAIR TO POOR:</b> limited knowledge of subject • little substance • inadequate development of topic	
	16-13	<b>VERY POOR:</b> does not show knowledge of subject • non-substantive • not pertinent • or not enough to evaluate	
Organization	20-18	<b>EXCELLENT TO VERY GOOD:</b> fluent expression • ideas clearly stated/supported • succinct • well organized • logical sequencing • cohesive	
	17-14	<b>GOOD TO AVERAGE:</b> somewhat choppy • loosely organized but main ideas stand out • limited support • logical but incomplete sequencing	
	13-10	<b>FAIR TO POOR:</b> non-fluent • ideas confused or disconnected • lacks logical sequencing and development	
	9-7	<b>VERY POOR:</b> does not communicate • no organization • or not enough to evaluate	
Vocabulary	20-18	<b>EXCELLENT TO VERY GOOD:</b> sophisticated range • effective word/idiom choice and usage • word form mastery • appropriate register	
	17-14	<b>GOOD TO AVERAGE:</b> adequate range • occasional errors of word/idiom form, choice, usage, <i>but meaning not obscured</i>	
	13-10	<b>FAIR TO POOR:</b> limited range • frequently errors of word/idiom form, choice, usage • <i>meaning confused or obscured</i>	
	9-7	<b>VERY POOR:</b> essentially translation • little knowledge of English vocabulary, idioms, word form • or not enough to evaluate	
Language Use	25-22	<b>EXCELLENT TO VERY GOOD:</b> effective complex constructions • few errors of agreement, tense, number, word order/function, articles, pronouns, prepositions	
	21-18	<b>GOOD TO AVERAGE:</b> effective but simple constructions • minor problems in complex constructions • several errors of agreement, tense, number, word order, function, articles, pronouns, prepositions, <i>but meaning seldom obscured</i>	
	17-11	<b>FAIR TO POOR:</b> major problems in simple /complex constructions • frequent errors of negation, agreement, tense, number, word order/function, articles, pronouns, prepositions and/or fragment, run-ons, deletions • <i>meaning confused or obscured</i>	
	10-5	<b>VERY POOR:</b> virtually no mastery of sentence construction rules • dominated by errors • does not communicate • or not enough to evaluate	
Mechanics	5	<b>EXCELLENT TO VERY GOOD:</b> demonstrates mastery of conventions • few errors of spelling, punctuation, capitalization, paragraphing	

		<b>GOOD TO AVERAGE:</b> occasional errors of spelling, punctuation, capitalization, paragraphing but meaning not obscured
		<b>FAIR TO POOR:</b> frequent errors of spelling, punctuation, capitalization, paragraphing • poor handwriting • meaning confused or obscured
		<b>VERY POOR:</b> no mastery of conventions • dominated by errors of spelling, punctuation, capitalization, paragraphing • handwriting illegible • or not enough to evaluate
Total Score	Reader	Comments

In addition, the data of this study were analyzed both qualitatively and quantitatively. The qualitative data was from the writer's observation and interview, while the quantitative one was from the students' scores of writing.

Based on the writer's observation, it can be seen that almost all students involved in the stage of analyzing and discussing the class' writing works. They enjoyed every single of the steps. In the unstructured interview, it can be concluded that the students found easier to be lead to interpret what they had in mind in Bahasa to be expressed in English. They were able to differentiate the sense, social aspects, ways of thinking on how the sentences should be written both in Bahasa and English. Besides, some of them were also able to correct the work of their friends.

## CONCLUSION AND SUGGESTION

Based on the findings and also from data analyzed, it is concluded that getting students to assess the mistakes of their writing can improve their writing skill. The students experienced some aspects in the process; knowing their mistakes, understanding the purposes of the writer in L1, interpreting their thoughts in L2 into English and writing good sentences in English. Writing is one complex skill should be mastered especially by pre-service students who are being prepared to become English teachers.

Some suggestions are forwarded as follows:

- It is recommended that pre-service students master writing skill to support their profession as English teachers in the future.
- It is suggested that this research can be developed by adding the instrument such as questionnaire to get the real feedback from the students.

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## **WOMEN IN THE NEWSROOM: NEGOTIATING OF FEMALE JOURNALIST IN A MALE DOMINATED ON TELEVISION INDUSTRY**

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### **Abstract**

Women journalist must be able to prove their ability tripled than men journalist because journalist work is considered as region of men. The small number of women journalist in the editorial, makes a lot of media policy less friendly to women's needs. Until now, a lot of policies and news productions still showing a women face in the news tends to portrayal women as the weak and helpless victims. This study investigates how the participation of women journalist in television news production, how women journalist negotiate their ideas, and how women journalist accommodate women's issues in television news. This research used Muted Group Theory states that language is the patriarchal construction. This research used qualitative approach, the critical paradigm, and techniques of data collection through interviews to women journalist on national television. The research findings show that the quantity of the participation of women journalis considered better than ever. Although not inevitable persistence of patriarchal culture in the newsroom who until recently felt by women journalists. Negotiating were conducted by women journalist today is voicing her thoughts on the editorial meeting. The ideas and voice of women is not easy to penetrate and become policy. This must be done so that women journalist repeatedly voices hard. The implication of this research is the policy of the organization media and government to make an affirmative action for women journalist.

**Keywords:** *Women journalist; television newsroom; muted group theory; women participation.*

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### **INTRODUCTION**

Women's participation in public life, particularly in the production of mass media is still one of the widely discussed gender issues, both nationally and internationally. This is because the research was to prove that women are still placed as the second gender. Although, in recent decades, women's participation in public life showed an increase, but only a fraction of the number of women who occupy strategic positions in the field. Call it in the political arena, with the implementation of the quota system in the legislature, the number of women representation in proportion juridical protection. But in reality, since the General Election was first performed in 1995 until the election of 2004, the number of women holding legislative bodies in Indonesia is very little and disproportionate when compared with the total population of women in Indonesia.

In news production, in term of quantity women participation are increased. Unfortunately, only a fraction of those who managed to occupy position as policy makers. This is because women journalists must be able to prove their ability three times

more than the male journalists and journalistic work is regarded as male territory (Subono, 2003: 86). Although the quantity show improvement when compared to men, the number of women journalists in Indonesia is still low. The number of women journalists was 2480 people (36.87%) while the rest are 4247 people (63.13 %) is dominated by male journalists. From this figure, the ratio of men journalist generally range between 1-3 times the number of women journalists (Luviana: 2012). According to Allan (2004: 128), media working is dominated by patriarchal thinking that is known as "male network" that had long existed (old men network), both from the organizational level as well as to the level of practice.

The data survey of the Alliance of Independent Journalist (AJI) shows, only six percent of women journalist who set as senior editorial (Luviana, 2012). The small number of women journalists in the editorial, makes media policy less friendly to women's needs. Until recently many policies in the production of news in the media that is still showing the face of women as objects. Coverage in the media tends to portray women as victims, weak, helpless, or become victims of crime because of his "invite" or provoke the occurrence of crime, or as sexual objects. These facts indicate that awareness of gender in news production is low, resulting in the emergence of the news that has not shown sensitivity to the efforts of women seated on the true dignity. Based on the quantitative research, The Alliance of Independent Journalist (AJI) get the findings regarding the percentage rate of the mass media on women. The results showed that the highest category of violence is as much as 22.05 percent, then the news of the improvement in the lives of women, which is 17.44 percent, and the news category of women trafficking, which is 1.03 percent (Tempo, December 20, 2011).

Furthermore, the Alliance of Independent Journalist workshop on "Increasing women's Participation and Opportunity to Expression and Decision making in and trough the Mass Media" indicates that the women journalist in Indonesia is still discriminatory. Different treatments can be seen primarily in income allowances, violence while performing his journalistic duties, having a career and raising a family, women journalist career usually inhibited (Alliance of Indonesian Journalists, 2009).

As mass media television are the most influential medium in comparison to other mass media. Every house had the television for information or for entertainment. Prestige of the television is not simply recede although many emerging mass media other more interactive and faster call online media that began mushrooming in our society. Programs shown on television were varied. For example, talk shows or gossip show which is now became one of the influential television programs. According Signorielli in Bryant and Oliver (2009: 36) Most of the commercial television programs designed to be watched by a large audience and heterogeneous. In addition, the amounts of television contents are follow the audience lifestyle. The number of such programs have to be honest has not admitted to empower women in the truest sense.

News television programs usually broadcast crime program that cornering women. Stigma or specific labels given to women so feared could form a social construction that women easily become victims of crime. In other words, women are victims of the crime are commonplace, because happy wearing jewellery and carrying cash. Victimization was also seen when women are portrayed as weak which scared and helpless to defend themselves or escape from the target of criminal (Puspasari: 2009).

The mass media as medium of socialization and delivery of messages tend to manipulate women with all the characters that can be traded as a form of male pattern patriarchy and capitalism. Coverage of women in the media in the system of patriarchal

society always take effect the subordination of women (Joseph, 2004: 354-355). One of the superstructure which has contributed in creating the ideology of patriarchy is the mass media. Where the agency of mass media have the power to spread the message, influencing, even reflecting culture (Arifin, 2007: 9). It is present could be due to the lack of 'contribution' of women in the mass media. Women who managed to occupy higher positions in the organization of mass media can be counted on the fingers (Rangkuti, et al., 2003: 43).

While research on women's participation in media production is still comparatively few and are generally focused on the world of journalism is often portrayed as a man's world because of the demanding nature of their work irregular times and the long journey that is deemed unsuitable for women (Rangkuti, et al., 2003: 43).

Myra Macdonald (in Santosa, 2012:219) hold that the voice of women in the media has increased in this century, but they failed to make the women as the dominant discourse. This study also assumes that the need and importance of women's participation in the production of mass media, especially in the production of news (newsroom). Newsroom in this study is viewed not as an empty space, neutral, and as if only the channel information is obtained, no more no less (Aryuni, 2012: 277). Agus Sudiby (2001: 7) in his book "Political Media & fight Discourse" mentioned that the process of news production is complicated and a lot of factors that have the potential to influence it. Many interests and influences that can intervene the media, so there will be struggle over the meanings of reality and media presentations.

This study was built on the Muted Group Theory, which assumes that women see the reality around him in different way with man because they both have different experiences and activities based on the division of labor. He believes that the discrepancy of power between the sexes ensure that women look at the world in a different way from men. Often women experience this must be disclosed later censored beforehand by men. Though understanding actually formed if there is more discussion about it. However the problem facing women is a discussion that never really happens in the field. Men perception are dominant because of their political dominance. Owner modle expression in the world are men and men who framed the discussion

In the public sphere, women usually have to have well words. Whatever to be said by women was very difficult because there is not a vocabulary created by them, but more by men. That is not because women can not speak but the opinion that out of women mouth need to be sorted out by the language of men. Kramarae demanding a 'playground' where the position of women and men are equal and balanced so that both have an equal chance to compete. Kramarae also said that during this time the men had created a system of values and language structures that reflect the structure. Women therefore work in the system created by men.

The existence of women in the media today presented not on themselves or for herself but for others. Women presented not as herself reality but a reality that created by others, namely the patriarchal view. Therefore, the participation of women in the production of news is very important for anyone because who works behind the counter newsroom is crucial constructed reality that is presented to the audience.

Participation does not always talk about the number of women journalits quantity but how the presence of women in the media can have a significant impact on women's issues in the media today. How does the presence of women in the media can influence the patriarchal structure of the media and has been formed and entrenched.

From the explanation above the research questions are: How is the participation of women journalists in the television newsroom? How women journalists negotiate their thought in the television newsroom? What the ability of women journalists in accomodate women issues in the television newsroom? This research used qualitative approach by conducting in-depth interviews toward Indonesian women journalists in four national television stations, namely Juanita Wiratmaja (Producer Program “Liputan 6” SCTV); Lolita Gandaputri (Producer Program “Metro Siang” Metro TV; Dwi Anggia (Producer Program “Kabar petang” TV ONE); and Luviana (Former Assistant Producer of Metro TV)

**The Face of Women Journalists in the Newsroom.** The mass media is a product of journalism. While journalism consists of two main parts, news and views. The press in the broad sense is a manifestation of freedom of speech. If defined more broadly, journalism is a process of covering, production and disseminate a variety of events or views to the audience (Wazis, 2012: 119).

The term of newsroom is used to indicate where the news is made. Newsrooms manage the outcome of the action of the seeking of data and facts. Furthermore, the newsroom is said to be a place where there is a negotiation with the editors regarding what news and how the news will be produced (Zelizar, 2004:88-89). Edward J. Epstein in 1973 (in Zelizer, 2004: 89) states that journalists are workers in a setting. The Organization theory that they quotes also shows how the journalist is actually an organization actors where the news filtered by the organization on it.

Eriyanto (2002:103) states that there is a process of selection and sorting in determining which news will be aired. This is done in a routine work of news redaction, a form of organizational routines. Every day the media institutions regularly produce news, and selection process, it is part of the rhythm and regularity of work carried out every day. In newsrooms, journalists are divided into several departments and classified as local and national correspondent.

Furthermore, Eriyanto outline that every journalist will get news coverage with the task perspective, for example in the areas of legal, political, social, economic, education, and so on. Journalists in one department unconsciously controlled only to report events in their field - or as existing events drawn and constructed according to their field of work.

Journalists live in a media institution with a set of rules, work patterns, and their respective activities. It may be that the media institutions that control the specific work patterns that require journalists to see the events in a particular package, or it can occur as part of the journalist community members absorb the values that exist in the community (Eriyanto, 2002: 99).

News according to Fishman (in Eriyanto 2002: 100), is not a reflection or distortion of reality that seemed to be out there. The focus of course is not whether the news reflects the reality, or whether the news distortion of reality. There is no reality in real terms which are beyond themselves journalists. Even if there is news that reflects something then it is a reflection of the working practices in organizations that produce the news. News is what the news makers made.

Female journalist charged and connected with personal interest and empathy for people who are covered and try to serve the interests of the audience, while the male journalists are neutral, detached and is an impartial observer, not influenced by the audience. The character of women journalists is deemed suitable by soft news, which

has a principle of intimacy, focusing on the emotions and experiences of individuals, and has a high degree of relevance in everyday life. Djerft-Pierre (2007: 47). Soft news calls this explanation is women's domain.

The women traditional role in the domestic sphere is the reason of gender typing in journalism. Women journalists have what O'Leary and Ickovics (1992: 14) call as "dual roles", which became a double role and responsibility of the professional worker households. Social construction that requires women to fulfill their roles and responsibilities as professional workers and housewives. When entering into the world of journalism, the dilemma experienced by women journalists is when women journalists must adopt masculine values in journalistic results. Another consideration if a woman is a time to be a journalist working in the media that are not clear or are not scheduled this could also lead to stereotypes that are not good for women

**Women Journalists in the Frame of World Research Finding.** The description of women journalist based on the study conducted by news organization in the United Kingdom showed that the majority of senior decision-making in the television news editors are male, exceeding 80 percent. Meanwhile, in another study conducted by MORI online for Women in Journalism (WIJ) of the 537 women journalists at random, showed that most women journalists get paid or a salary less than that of male journalists with the same age range (Allan, 2004 : 124).

Further research has resulted in a picture of women journalist in the world of journalism. Research conducted by Elizabeth Day (2004: 21-23), in his article titled "Why Women Love Journalism", he said "as a female journalist was asked to come to the events celebrity book launch, premiere, or the opening of a gallery, where such events would indeed be easier for women journalists ". This shows that women are still the primary commodity in the mass media. Women serve in this physical object to perform journalistic tasks (Day, 2004: 24). Moreover, this condition also showed that women journalists described more suitable given the task of following coverage in the form of light that is only focused on issues such as entertainment news, culture, education, health, tourism, fashion, and at all.

Other studies conducted on women journalist in the Netherlands, they were asked about how their profession in an environment that is "male". The female journalist said "most of them often throw jokes related to things vulgar and sexuality, and they are waiting to see how our reactions. Initially we ignore it, and because it is not satisfied they ask us what we think about it. Then we said that when you talk about it too much, chances are you are not very good at it. Since we provide a sufficient answer these witty, we (female journalist) to be accepted as "one of the boys" or "one of us" (Carter, 1998: 33).

Other studies also mention that the division assignment in the newsroom are still sexist, gender bias is still a form in any activities of women journalists in the television newsroom. Women journalists also not apply gender sensitive journalism in their journalistic product. It is mentioned in Reinata Thesis (2009) entitled "Gender Bias in the TV Newsroom" (Case of Women Journalist in the Newsroom 'Liputan 6 SCTV') and Isman (2009) entitled 'Gender Sensitive Journalism in Symbolic Interaction Perspective' (Study of Women Reporter in Television).

The results of these studies reinforce the view that the job as a journalist is still very strong with "man's world). Women who entered in the world of journalism are biased directly or indirectly, will seek to "acceptable" in the "man's world" is. Still the

notion that journalists are profession of men, tough profession that must always be ready for the pressure and at the same time economic and political temptation. That is why women are considered less worthy to enter this profession.

**Muted Group Theory.** Criss Kramarea in Griffin (2003:145) states that language is the construction of men.

According to him, in the language of a particular culture does not treat everyone equally, and not everyone contribute with equal force to the creation of the language. Women (and other subordinate groups) are not as free and wide access as men in expressing what they want, when and where they want it, because the words and the norms that are used basically formed by the dominant group, namely men itself.

This happens because the language of the particular culture does not present all the speakers are the same, not all speakers contribute to the same formulation. Women (and members of subordinate groups) are not as freely and as best man to say what they want, when, and where, because of the words and the norm for him use the formulation of the dominant group, namely men.

Furthermore, the originator of this theory, Kramarae 1981 (in KrolØkke, 2006: 89) designed three assumptions are based on the study of feminist theory and Muted Group Theory. The Assumptions that exist in this theory are:

1. Women have a different view to the men, this is caused by differences in experience and activity between men and women.
2. Due to the political dominance held by the male lead female limitations in expressing himself.
3. In order to participate in the community, women must transform their way into the ways that can be accepted by men.

According to Kramarae and the others feminist, women are often not taken into good position in our society. Women thought were not assessed at all. And when women try to express this inequality, Domination of communication controled by masculine tend to be unprofitable for women. And the language created by men "are created with pretensions, no respect and negate women." Women are therefore silenced groups (muted group) (KrolØkke, 2006: 89).

The idea that women are people silenced (muted group) first expressed by Edwin Ardener. According to him, the position of many cultural studies and women's voices are not written in the culture. Until then realized that the muted of women is due to low or at least power or strength possessed by them in the hierarchy of their group. Due to the low position then they have trouble when going to speak out. According to Ardener, "the structure of the 'silence' but in fact there will not be realized in the structure of the dominant language." Until 'structure' is not visible, become visible (Griffin, 2003: 148).

Kramarae further added that the language domain of private-public distiction also plays an important role in gender activities. In the vocabulary of private-public assumption, women usually realize more appropriate or better suited to be in the house "small world" world of interpersonal communication. This private world some how less important than the "world wide" social world, a world where men are more audible noise than women ((KrolØkke, 2006: 90).

The main focus of this theory is that if a person or group can express what they want, when, where as they please, or do they have to 'change ideas or anything you want

as long as they are calling before they remains acceptable in the environment social. "When someone change anything they want to say just to not feel ostracized by their social environment, then that person belongs to the group that was silenced. By placing women only in the domestic sphere then makes them do not have adequate access to the social world. Their voice is therefore more difficult to be heard in the public sphere. Female voice and a male voice therefore not be at the same level, in a position that is not balanced.

Kramarae also assume that men and women view the world differently because they have different experiences and activities in their division of labor. Kramarae also rejected Freud's statement that says that "anatomy is destiny", that the issue of gender differences is something that is destiny. Karamarae start his discussion with the assumption that women see the reality around it in a different way with men as both players have different experiences and activities based on the division of labor. He believes that the discrepancy of power between the sexes ensure that women look at the world in a different way from men. Often women experience this must be disclosed later censored beforehand by men. Understanding actually can formed if there is more discussion about it. However, the problem facing women is a discussion that never really happens in the field. The Perception of men are dominant because of their political dominance, which then curb freedom of expression as an alternative mode of women in the world. The owner of mode of expression in the world are men and men who framed the discussion anyway (Santoso, 2011: 67).

Another obstacle for women is inadequate vocabulary available for women to express what's on their minds, anything they want, express their experiences. In the public sphere, women usually have to have words well and carefully. Nothing to be said by them was very difficult because there is not a vocabulary created by them, but more by men (Santoso, 2011: 70). Kramarae demanding a 'playground' where the position of women and men are equal and balanced so that both have an equal chance to compete. Kramarae also said that during this time the men had created nlai system and language structure that reflects the structure. Women therefore work in the system created by men (Santoso, 2011: 71).

## RESULT

**Participation of Women Journalists in the Newsroom.** The increasing number of women's participation in the mass media, both as journalists and editors is something that is worthy of support. In addition, women today have had a better education. News reader (news anchor) that we often occure on television in general are also women. Participation does not always talk about the number or quantity of women journalists alone but how the presence of women in the media can have a significant impact on women's issues in the media today. How does the presence of women in the media can influence the patriarchal structure of the media and has been formed and entrenched.

According to Juanita Wiratmaja, Producer program "Liputan 6 SCTV), the development of women journalists in Indonesia has been better, especially on television. He considered that women are not less competent journalists and journalistic work has been widely recognized by the public and media workers themselves. *"The development*

*of women journalists, according to me women journalist no less competent than men journalist. Sometime we are even more careful and more receive complicated work "(Juanita, 2013).*

But added by Aline if related career path, female journalist do not be too ambitious. Maybe that's one reason why many women journalists are lacking in many strategic positions in policy making.

*"Only if in connection with the pursuit of the woman's career, women is more relaxed, there really competent women, say we see from our superiors, she actually really exist above the ladder so, just because he is more concerned about taking care to her household, she just hold what in sight, she was trying to do well she does not ambition for instance promoted or anything ... "(Juanita).*

According to Juanita, if seen from their work, women journalists can and competent to serve a higher position, but the household or family considerations and the nature of women who are not what make this ambitious female journalist in a way as to achieve career ladder. The same was said by Lalita Gandaputri (Producer program "Metro Siang"), she stated that the participation of women journalists is now the longer the better is seen also from the quality of the female journalist who has been there. Specifically Lalita give example on the successful of women journalists. She added that women journalists are also easier to remember than the male journalists. *"The longer the better, and even more good quality. In fact, even according to me the good journalist pioneering are woman. For example, Ira Kusno, who does know Ira Kusno? ...Yeah Desi Anwar, too, right now in the Metro right?! If men journalis we just remember Yohanes..."(Lalita).*

According to Lalita being a female journalist in fact many advantages there. Women considered to be more flexible in the camera rather than the male journalists. She also saw women who already uneven achieve strategic positions such as chief editor and deputy editor. This is great for women journalists in the future and makes one of the awards for female journalists in Indonesia, especially on television.

*"Thank God, as women we can be flexible on the camera. Can hard and soft. Rich long been more balanced look Pemred there is also a woman. Rosiana Silalahi on SCTV and Uni Lubis in ANTV, Najwa Sihab...as a reward of their quality and did not deny it, women journalist have beter quality not just quantity. Because I see women journalist around me were so powerful..."(Lalita).*

According to Lalita not only in terms of quantity are increased but the quality as well, because he relied on women journalists around the workplace that has a reliable and recognized integrity, not just want to be alone. In line with that expressed by the two previous informant, Lalita said the development of women journalists today are very drastic and rapid. This can be seen especially on television. This indicates that women journalists are not considered eye. This was followed by the quality of women journalists who increasingly competent in the field of journalism. *"The increassing of women partisipation in the newsroom very rapid. Almost media today there is many female. And it also can be regarded as the cutting edge, even in some media women*

*become the icon. We can see in some of the more prominent television are women, no limited "(Lalita).*

While Luviana have another view on the participation of women journalist in Indonesia According to her the quantity of women journalists has increased, but only in certain cities such as Jakarta, which most media companies base in Jakarta. But in quality there is no size that can be an indicator.

May be it has a lot to see and meet women journalist who covered the conflict and others that are "challenging", but according to Luviana, Former Asistent Producer in Metro TV was not merely to raise the level of participation of women journalists, but for the sake of the media organization itself. *"...Although it is starting female journalist assigned in conflict areas was not carried out on behalf women had partisipation...(Luviana)."*

Most of the informants said and agreed that the development of women journalist today in Indonesia, particularly women journalists working in television is growing rapidly. It can be seen from the female journalist who became an icon of television that they are working on it. However, this development is not evenly distributed throughout Indonesia, only in big cities only.

**Women Journalist Role in Determining the Editorial Policy.** Women (and other subordinate groups) are not as free and wide access as men in expressing what they want, when and where they want it, because the words and the norms that are used basically formed by the dominant group, that is the man himself. Likewise in the newsroom, journalists minority women in voting and editorial policies certainly have obstacles, such as voice and his ideas were not listened to, ignored, no effect on editorial policy in newsrooms. The following excerpts from the interviews of women journalists who become informans:

Juanita, producer program on SCTV is felt that the voice of women in the newsroom is always heard, even arguably women journalists there also determine the measures taken by the editor and his ideas are always heard. Women journalists are treated in the same manner and assessed on their work instead of gender, female journalist whether he or male. *"Heard as long as she got the essence of the idea is definitely heard...I have friend, her works really good. she could probably holding key positions but she does not .. if we have editorial meeting, her opinion heard. Her track record proven..."(Juanita).*

The same with the opinion expressed by Juanita, Dwi Anggia journalist who is also a producer of TV One program also recognizes that women's voices and ideas are heard in the newsroom. Even Cindy itself often provide ideas and suggestions to friends of other journalists in editorial meetings. *"Voice and women thought? heard. I have an idea and anything. My suggestion to be accommodated, so not because I am women my opinion did not heard...No negotiations, we put forward the idea discribe what the reason, can be debated or not "(Lalita). "*

She added that while the suggestions and ideas given by women journalists competent and appropriate to the context, the proposal was heard and certainly not the least suggestion or idea given by women journalists and the news of the proposed accommodated it was up and running in the newsroom. It is not considered that journalists want women and men journalists.

Unlike to the previous informant, Lalita Gandaputri said that samotimes women's voice were not considered on the ground that made the new or policy made by

women journalist are considered less “important” and it is only as a human interest story that just is not being updated. “Well, yes ...women voice less heard in the newsroom, my idea considered unimportant. If in the “*Metro Siang*” usually my bargaining most accepted... mostly because the audience of this program are women. The producer program are women, sometimes my idea not heard, for example, there is a news that used human interest approach and is considered unimportant (Lalita).”

If the sound and the idea was not heard then Lalita do negoiasiasi to decision makers in newsrooms with a discussion but the discussion sometimes produce results that most women journalists news for daytime put on programs that notaben audience is women and the news is presented better than the humanist to afternoon and evening program that targets the male audience. Not much different from what is said by Lalita, who had been Luviana said that he felt it when women journalists voices want to be heard, then it must frequently female journalist to speak out in the newsroom.

Compromises were made by Luviana and Lalita to editors who are mostly men, he did not compromise with anything fixed news broadcast watched by viewers but do not leave the side of his perspective as a female journalist in producing journalism. The conclusion of the four informants that women journalists minority in voting and editorial policy proposals and ideas as given by women journalists and appropriate to the context, the proposal was heard and certainly not the least suggestion or idea given by women journalists to be accommodated and it was proposed news up and running in the newsroom. But in a statement some informants say that there are times when ideas and women's voices are not heard on the grounds that the news made or policies made by women journalists are considered less "important" and it is only as a human interest only if the voice of women journalists to be heard, the women journalists should be as often as possible to speak out in the newsroom.

**The Ability of Women Journalist in Accommodating Women's Issues in the Newsroom.** According to Kramarae when women try to express this inequality, communication control that dominated by mentent to be unprofitable for women. And the language created by “men are created with pretensions, no respect and negate women”. In the practice of journalists today is to say the number of women journalists more quantity than before. However, this does not guarantee or news relating to women's issues can be accommodated properly by television. A lot of things that factor into it, one of this is the editorial policy that not siding with minorities such as women. Plus newsroom environment is admittedly still many men in it. Researchers ask whether these policies during the news production has taken advantage of women in general and women in particular journalists who work in it.

Aline explained that all positions or strategic position in editorial decision making is still held by men. Women's highest position just as the head master control and producer. This is seen not as a policy or regulation is burdensome in the promotion of women journalists, but this is more because of journalists who had enough in his current position and is not too ambitious. He added that the news of women have quite a lot on television. He continued that the measures taken editorial in the news that does not depend on the gender of journalists.

Most Strategic position in Liputan 6 SCTV occupied by men. She addad that instead not because men dominated in Liputan 6 but because the choice of women journalist who dit not wish to have a higher position. The some condition also accure in

Metro TV, Lalita in an interview also said that the strategic positions for the current editorial policy on Metro TV is also not currently dominated by men.

However, according to Lalita, there is a tradition that women should occupy as chief editor and deputy editorial. This has been going on for many years ago. Currently deputy chief editor of Metro TV Najwa Shihab held by women journalists whose integrity has been widely recognized by the public. *"I do not know why was chosen as it is, but its traditions are like that, it should and it must have been the tradition that the deputy should be women" (Lalita).* "

So there's no editorial policies that harm women journalists during this time because we feel there is no representation of gender in the structure of the editorship of a woman that can accommodate women's issues. According Lalita has been running effectively. Recognized also by Dwi Anggia, for a number of strategic office holders are still dominated by men. Only one person who had a comparable position manager at TV One. It was a talent manager whose job is not much influence editorial policy. Indirectly, a position that most men are more or less affect views on policies related to women's issues. *."Emm ... the percentage is still mostly men, because for certain positions and leading it is still a lot of men. Producer is male executive is male, news manager also male, there is one female talent manager, Indy Rahmawati, which is associated with the presenter (Lolita)."*

Interviews were conducted by four informants previously stated that the male dominance in the newsroom did not inevitable anymore. Environment newsrooms and journalism in general is still a man's world. Representation of women in strategic positions in the newsroom is still lacking. Women journalists still have to conform to the male-dominated newsroom. They need to know how the men thought that the negotiations were conducted in newsrooms was bleeding to run well.

## CONCLUSION

The participation of women journalist today can be said to be more developed than a few years ago. But along with a growing number of women journalists have not been made into the equivalent in the newsroom. Participation conducted by women journalists in newsrooms is still a field reporter, presenter and producer of news programs. It still does not bring women journalists in a strategic position in determining policies in newsrooms.

Negotiations were carried out by women journalists today is voicing his thoughts on the conference program / editorial in every opportunity. It sometimes does not run smoothly. there are many who think that the ideas and thoughts of women is not important so the thoughts and ideas of women were ignored. Barriers to women journalists in the newsroom is to convey an idea or thought and negotiate due to strategic positions in the policy making is still dominated by men. This requires that female journalists to act, think and use the "language of men" in conveying ideas and thoughts.

The growing number of women journalists should be a pendorbarak in showing women's issues in the news. However this is not visible. This is because that the policies are not friendly to women's issues occur because of the low awareness of women journalists to defend the rights of others. sensitivity and concern about women's issues

is yet to be seen in the journalistic product. Ditampilkan television news still download-the stereotype of women. The issues raised in the news mostly was just about violence, abuse and rape in which women make only limited to the subject of the news. The link between participation, negotiation until the election issue that will be increased in this newsroom editors on a continuous mutual. Looks stout women journalists not share in it. Quantity women journalists today originally be a fresh breeze to change the stereotype of women in journalism existing products, but it looks the same. Media interest, rating and share, and male dominance in neswroom indirectly a factor that inhibits it all.

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## **IS SITTING KILLING YOUR CHILD? AN OVERVIEW OF THE EFFECTS OF GADGETS USAGE TOWARD SEDENTARY BEHAVIOUR AND SOCIAL COMPETENCE**

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### **Abstract**

Younger children are using gadgets more often than playing with their toys in the new generation, and thus “eye-to-eye contact” has been evolved into “eye-to-screen contact”. According to Biddle (2011), sedentary behaviour refers to primarily “sitting” or “lying” behaviour, for instance, sitting and scrolling smartphone during meal time. As a result, children are playing the gadgets with low energy during waking hours and neglect the importance of face-to-face interaction and outdoor activities. This sedentary behaviour is indeed needed to be reduced and increase their social competence via daily interaction, especially kindergarten which is a strategic place to promote health behaviours. Novel intervention approaches to reduce sedentary behaviour and enhance social competence are infancy in Malaysia. Further evidence target to decrease sedentary behaviour on children is required, especially in kindergarten-based program.

**Keywords:** *sedentary behaviour, social competence, preschoolers, gadgets*

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### **INTRODUCTION**

Young children live in a comfort zone yet in a world of *interactive media*, which refers to “digital and analog materials, including software programs, applications (apps), broadcast and streaming media, some children’s television programming, e-books, the Internet, and other forms of content designed to facilitate active and creative use by young children and to encourage social engagement with other children and adults” (NAEYC and Fred Rogers Center, 2012). The activity that the new generation gets in touch mostly is gadgets which function as “all-in-one devices”. As a result, children are playing the gadgets with low energy and refer as “sedentary behaviour”, in which children primarily “sitting” or “lying” (Biddle, 2011). More specifically, individual is spending time doing physically inactive tasks and do not require a lot of energy during waking hours, (for example: reading, playing video game, watching television or chit chatting).

According to ParticipACTION (Janson, 2012), physical activities for infants like tummy time, reaching and grasping for toys or balls, pushing, pulling and crawling should be active in order to explore the world. Besides that, children who are in toddlers and preschoolers should remain activities such as climbing stairs, playing outside, walking or dancing to music in order to develop movement and social skills. Surprisingly, countries like Canada, United States, Europe countries and Australia

revealed the children under two have used smartphones during waking hours and spent lesser time for real life interaction. These indicating the physical activities either indoor or outdoor are restricted and technology has transformed the physical active life of children. This issue was worried by the researchers from different fields (sports and exercise psychology, medicine and health science, behavioural nutrition and physical activity, adolescent health, obesity, physical activity and health). It was believed long term of using this technology will affect children's cognitive, language, overweight, social skills, nutrition and other behaviours. Little is known about the effect of usage of gadgets in Malaysia, especially the effect of using gadgets on sedentary behaviour and social competence in psychological perspective. Therefore, there is a need to explore whether the parents have been exposing the gadgets to children; especially preschoolers.

### **SEDENTARY BEHAVIOUR AND CHILDREN SOCIAL COMPETENCE**

**Does Tech-Savvy Fosters or Hampers The Development of Children?** Children started accessing to technology and screen media in early childhood programs, as young as infant (O'Connor 2013, The Huffington Post). There is conflicting evidence whether this technology is benefit or harmful to child's development. In terms of benefit, technology and media help to enhance children's cognitive and social abilities, which can expose children to sound, image and stories. Besides that, it helps to interact for adults who work with young children. Parents also agreed that watching education programs are benefit and it helps the children in learning process. Several studies have found positive association between child care quality and children's cognitive and social competence during the preschool years and concluded children showed better cognitive level and social skills during preschool (Peisner-Feinberg, 2004).

There is a growing literatures show that children's sedentary behaviour and health are in risk. The most significant screen time influences social skills of children is watching television (Ramirez et al., 2011; Leatherdale & Ahmed, 2011). Pagani et al (2010) asserted every additional hour of TV exposure per day among toddlers corresponded to a future decrease in academic achievement, increased victimization by classmates, a more sedentary lifestyle in terms of junk food intake and higher body mass index. Tremblay et al (2011) concluded that "watching TV for more than two hours a day was associated with unfavourable body composition, decreased fitness, lowered scores for self-esteem and prosocial behaviour and decreased academic achievement in school-aged children and youth (5-17 years)" (p.14). Such digital revolution restricted the socialization and language skills. According to The British Psychological Society (2012), explained that social skills need to be interacting via peers and parents. Through the attachment, encouragement, support and positive feedback will be only received and learning from each other verbally. In sum, increased of researches are discourage young children to watch television. Surprisingly, little is focus on the screen behaviour other than television watching, such as gadgets which can be harmful for children.

Linn and Poussaint (1999) have been confirmed that there is insignificant evidence to claim that children should have learning better with screen technology, several researches (Australian Government Development of Health, 2011, Salmon et al., 2005, Keating, 2011) revealed that screen technology do harmful to children physical activity (over weight and obesity), social skills (prosocial behaviour) and intellectual

development (delay language and brain development). In Malaysia, president of the Nutrition Society of Malaysia, Tee (Health Today, May 2012) asserted that too much screen time indeed influenced children's sedentary lifestyles. Children spend lesser time physically active in outdoor and thus it gradually transformed to indoor screen times. Therefore, in order to fill in the gap whether screen time behaviour (television viewing, smartphones, video games) affecting sedentary behaviour and social competence, or benefit in learning process, future study should aim to investigate to what extent the usage of gadgets influence sedentary behaviour and social competence among preschoolers. These criteria was suggested by Steeves et al. (2012), findings in critical reviewed suggested children who are aged below six, using gadgets like smartphones are targets to reduce sedentary screen behaviour in the future.

### **ISSUES IN MEASURING SEDENTARY BEHAVIOUR**

**Objective Measurement or Subjective Measurement?.** There are increased researches indicated the screen time are effecting the sedentary behaviour, but *how to measure the amount of time spending on screen time and which type of sedentary behaviour should have taken into account?* According to the overview of sedentary behaviour measurement methods in the context of population health research (Atkin et al., 2012), measurement divided into subjective measurement (Self-report questionnaire, proxy-report questionnaire and diaries) and objective measurement (Accelerometry, posture monitors, HR/combined sensing and multi-unit monitors). As suggested by Biddle, Petrolini & Pearson (2013), majority of the researches used self-report measures and claimed it was easy to use, less invasive and economic; however the validity varied on the reports from either parent or children. Compared to self-reports, objective measurements (Accelerometers measure intensity of movement; inclinometers assess posture and postural changes) provide more accurate assessment of total sedentary time but unable to provide specifically types of sedentary. Recent study from De Decker (2014), by comparing two objective measurement instruments (activePALTM and ActiGraph accelerometer) in preschoolers and concluded that there is no absolute answer about the most accurate method to measure sedentary behaviour. In other words, specific measurement in measuring sedentary behaviour or physical activity is based on research objectives and research questions. As a result, future study should utilize combined assessments to help to meet the accuracy and validity of measurement. Besides that, scientific data (intensity of movement and socio-demographic for describing the patterns of sedentary) and the different age groups of respondents should be taking into account in future research as different age groups require different benchmark of intensity movement per day.

### **How To Reduce Sedentary Behaviour And Enhance Social Competence?.**

Numerous studies investigating the effect of screen time and sedentary behaviour and measured by objective measure (De Craemer et al., 2014; De Decker, 2014), however, effective intervention or strategy to enhance social competence among preschoolers is still in infancy. Steeves et al. (2012) reviewed eighteen studies which used behaviour modification strategies for reducing sedentary behaviour in children (aged 1-12years). Findings suggested children who are aged below six (Biddle, Petrolini & Pearson, 2013), using gadgets like smartphones are targets to conduct comprehensive interventions to reduce sedentary behaviour in the future. In addition, Salmon (2010)

and De Decker (2014) stated most interventions to reduce sedentary behaviour focus on television viewing and school-based educational programs are the most effective. Basically, plenty of researchers are from the background of medicine and health sciences, behavioural nutrition and physical activity, obesity and sport sciences. There is little of research that focus on the perspective of psychological. Plus, interventions that focus on only gadgets on preschoolers are still in fundamental and this seems to be a rich area for future study. Therefore, there is a need to develop a systematic and effective intervention in the context of psychological to reduce sedentary behaviour and enhance low level of social competence among preschoolers in order to increase the level of knowledge and awareness of promoting healthy behaviour.

### SUMMARY AND FUTURE DIRECTIONS

In a nutshell, the effect of the usage of gadgets on sedentary behaviour and social competence in psychology field is unclear. A novel approach to reduce sedentary behaviour and promote social competence is critically needed to be reviewed and tested systematically especially kindergarten-based program. Effective intervention strategies should start as early as possible to discover the pattern of sedentary lifestyle. Kindergarten setting provides a promising avenue for improvement in sedentary behaviour and social competence. Early exposure of the awareness of sedentary behaviour lifestyle can help to improve the children development and also increased the skills of parents and teachers in teaching how to decrease the gadget usage in daily life. Mostly parents tried harshly to reduce the hours of screen time viewing yet unaware of the circumstances of doing it and later reduce the hours of viewing is not achieved. Through the education program in kindergarten would help to bring to light in the importance of children development in early years.

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## **THE EFFECTS OF ONLINE GAMES TOWARD CHILDREN'S LANGUAGE DEVELOPMENT**

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### **Abstract**

The rapid progress of information and technology in this globalization era creates many changes in every sector. One of the changes is the existence of online games available in computer softwares and can be accessed easier through internet connection. But, these kind of games give effects to language development of children in the age between 9 – 12 years old. This study is aimed to describe in details how online games gives impacts those group of children both positively and negatively. Based on the observation of the writers, it was found that there are some external factors influence children's language development besides online games, such as parents' lack of attention. Most of the children prefer to play games in the internet booth rather than at home. The addiction of children toward online games causes some negative impacts to children, such as having low achievement in learning. Thus, it is required good cooperation among parents, teachers and government to protect children from any bad effects of online games. Parents should facilitate their children with many educational games at home and build good communication to their children. Teachers should pay attention more on the learning achievement of the children and control the progress of their students. Further, government should provide the society with good public facilities which are healthy and far from any negative cases.

***Keywords:** online games, children's language development, impacts of online games*

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### **INTRODUCTION**

The advancement of information technology is growing fast. The production of various electronic products becomes more affordable for all society's levels of living. They are getting familiar with computers, laptop, and mobile-phones. Some of them even keep updating their mobile phones with the newer ones. Off course this phenomenon gives another impacts (either good or bad) to some aspects of the society's life including to the development of children's language.

One of the features available in the computer's softwares is called online games. It is a kind of digital game which widely encountered in today's life. Previously, online games could only be accessed through computers but now many online games can be found also in the features of mobile phones. These games are good for refreshing and eliminating people's boredom out of their routine activities (work, study, and others). Eevn some people simply fill their spare-time by playing games online on their mobile phones.

In the education scope, online games become one of an electronic media loved by all ages of learners. These games become one of interesting alternative mediums in the teaching and learning process since they are supported by good audio visual

stimulation. Pictures displayed in these games are more concrete and easier to be understood by the learners, especially young children.

Some of the games which often played by children are Suikoden 1, Suikoden 2, Suikoden 4, Suikoden5, Suikoden Tactics, Makai Kingdom, Disgaea 2, Sayuki, Monster Hunter, Monster Hunter 2, God of War, and God of War 2. These games do not have any values of moral, education, and culture. Even worse, they contain both physical and verbal violence as well as pornography.

Unfortunately, most of our society seem do not really understand and care of this. They just let their children play these uneducational games. Some people also do these online games as their business. They run internet booth which provides variety of games online with various price, i.e. IDR 1,000 – 3,000 per hour playing. The children's frequent playing time create another effect especially on their language development. Children tend to have bad language which are rude, vulgar, and impolite. Thus, in relation to this, both educators and parents are the parties who responsible to overcome this condition. They need to concern more to protect the children from any bad effects of these online games.

John Piaget states that primarily, 5th grade Elementary school students in the age between 7-11 are in the stage of thinking concretely. They will experience big barriers toward the existence of today's advance technology. Their language development will also be affected by any behaviors both at home or in the environment. Related to this, the writers were interested in doing a research about the effects of online games on children's language development. Before, the writers made observation in a cafe in the district of Cempaka Putih, South Tangerang, Indonesia, and found many children in the age between 9 – 12 years old used unnatural language. Thus, the purpose of this study was to describe how online games influence language development of children in the age between 9 – 12 years old.

## Literature Review

**Online Games.** Online Games, is one of the features available in the computer softwares. They are divided into two, i.e. web based and text-based games. Web-based game is a game in which its application being placed on a server of the internet where players only need internet access and a browser to play the games. While text-based game regarded as the initial bias of web-based games. Text-based games had been around a long time in which most of the computers were still low in the specification to play games with great graphics, so that the game players only interacted with existing texts and a few images. These games were very easy to play. They were being operated depending on the skills of players' hand, the speed of the internet and the reaction to the shape and movement on the screen gaming.

Online games can be played both individually or in groups. With the connection of the internet, the players can also be connected with other players who are doing the same thing in different places. Nowadays, besides internet booth, there are many places and cafes which provide the internet access in order to serve their customers. Thus, online games can also be accessed easier from these places.

**The History of Online Games and Their Development.** The development of online games cannot be separated from the development of computers technology and network. The booming trend of these kind of games shows how technology in the

computer access expand very fast. Today's games online are different from those which firstly appeared. In 1960 (first appearance time of games online), the computers can only be used for 2 people to play the games. The computers then are getting developed in its time-sharing capability so that more players can play those games and they do not have to be in the same room (Multiplayer Games). War games or aircraft used for military purposes were highly commercial games which inspired people to expand online games. Nowadays, online games are developed and varied.

**The Impacts of Online Games.** School-aged children between 6 – 17 years old are in the stage of high curious toward anything new to them. Thus, these children need to be supervised especially by the parents. They need to be taught not only to do everything right but also to avoid any bad things. They are easily to be influenced by their environment and friends. The rapid grow of information technology in this global era also give many effects to the children.

Online games, as one of the products of the development in the information technology sector, also put some negative effects to children. But, these effects are still considered better than drugs, alcohol or gamble, such as:

1. Children use their spare time to play so that they will be lazy to study;
2. Children who become addicted players will manipulate their study-time to play;
3. Children spend a lot money to play the games;
4. Children will lose their quality time;
5. Children's eating patterns will be disturbed;
6. Children's emotional will also be disrupted by these games;
7. Children sometimes neglect their praying time;
8. Children sometimes also skip their school for their favourite games

Besides, these games also give positive impacts such as:

1. Children who play the games in groups will be easier to be supervised by parents
2. Children's brain will be actively stimulated by the games, so they will be more active in thinking
3. Children's reflex of thinking will be quick to respond
4. Children will be more cretive in thinking
5. Children can express their emotions through the games

It is suggested that parents who play major role in their children's daily life should be able to control and regulate their children at home ,at school and in the environment.

**Preventing Children from Bad Impacts of Online Games.** Preventing children to play online games is certainly not an easy job. Internet facilities are widely available everywhere which make children easy to access the links anytime anywhere. Not only at home, children sometimes also steal time after school to play online games at internet booth and or at internet cafes. Therefore, parents should concern more on how to overcome these problems. There are some steps that can be done by parents, such as:

1. Having good collaboration with school teachers to participate in monitoring learning progress of their children;

2. Establishing imformal communication so that children could be open to parents, and vice versa the parents could provide appropriate education for their children;
3. Learning more about online games world so that parents can be good partners for their children to talk about these games and the children will feel more comfortable staying at home rather than chatting with their friends somewhere;
4. Building rules fo rplaying time and asking the children to commit with the rules the parents permit them to play.

### **CONCLUSION**

Based on the writers investigation, there are some conclusion can be drawn as follows:

1. Online games can affect language development of children aged 9-12years;
2. Some external factors which also affect the children are less of facilities at home, weak of attention and guidance from the family, and low learning motivation of the children;
3. All problems happen to children especially related to those who are addicted of online games become the responsibility of parents, teachers, environment, and government. They need to work together in order to protect the children from any bad effect of these games.

### **RECCOMENDATION**

Reflecting from the conclusion above, the writers propose some recommendation as follows:

1. To the educational institutions, should be able to provide supervision for the students who are addicted of online games because these games can affect both children's learning achievement and language development.
2. To the parents, should give full attention to their children, as well as provide facilities for them to play at home so that the children will be protected from playing these games outside of their houses;
3. To the local government, should provide good public facilities, including a playground for children which are health and comfort.

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## **SUBLIMINAL ADVERTISING AND SEMANTIC PRIMING: A LITERATURE REVIEW**

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### **Abstract**

Advertising is an element under marketing mix and a part of the principle of promotion. Raising customer awareness towards a brand, with further objectives to create brand loyalty is done within promotion. This paper is trying to discuss how advertising drives customers' preference toward the existence of alcoholic drinks in a sports match, despite the two entities have contradictory principles toward one another, and how the related companies make the most out of theories of consumer behaviour in maximizing their brand influences. The discussion on literature reviews shows that subliminal advertising and semantic priming played quite important role in the adrenaline-rushing and emotional events such as soccer games.

**Keyword:** *marketing mix, advertising, consumer behaviour*

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### **INTRODUCTION**

It has been a common knowledge that soccer, or football, as most of the world call it, is the most popular sport in the world. In order to run the big business, organizers gather sponsorships from big companies from all over the world. One of the major money-givers to soccer events is beer companies. However, how can alcoholic drinks rule the advertising in a sport event, while the main purpose of sports is to promote human healthiness?

Xu et al. (2005) proposed a method to implant virtual advertisements into broadcasted soccer match on the screen. These objects include static regions, central ellipse, goal mouth, and field boundary. Based on their methods, some suitable locations in the video for virtual advertisement implantation are identified for the comfort of the viewers.

We can easily see different brands everywhere during a soccer match. The advertising boards show various brands of beers of Europe to Asian airlines companies such as AirAsia and Emirates. Companies establish contracts that worth millions of Euros so that they can advertise their products. Why is that? According to Couvelaere and Richelieu (2007), sports teams generate an emotional response from their fans that is stronger than in any other industry. Next to a music concert, a sports event is the only occasion where thousands, even millions of people cheering at the same time expressing their emotional support toward their team.

Therefore, according to Muehling (2011), this emotional involvement and social identities are more influential in shaping brand attitudes. In a really huge crowds like a

soccer match, investing millions of money on advertisement is a safe bet. Here, we can see that the actions of the companies who put their logo or brand names in advertisement board inside a stadium, is actually trying to plant their brand awareness among the spectators. Karremans et al. (2005) suggested that exposing individuals subliminally to the brand name of a drink increases the probability that they will choose the drink, as an answer for their needs to end the thirst.

However, in the other hand, the existence of alcoholic drinks such as beers are nowadays cannot be separated from the soccer environment. Advertising boards in a soccer stadium are full with beer brands since giant beer manufacturers from all over the world are sponsoring big soccer events. At the spectators' tribunes, beers tend to become mandatory things to consume during a soccer match. It is an interesting fact because most people consider alcoholic drinks are contradictory with the spirit of sports, which is healthiness.

Now, through this paper, we would like to make an observation of how beer companies get to the customers by taking advantage of the soccer games. Discussions are done through literature review on previous several marketing or advertising studies.

### Discussions of Theories and Literature Review

McCarthy (1964) proposed the basic elements of Marketing Mix comprising the 4Ps principle: product (goods and services offered to customers), price (strategy between production cost and selling cost), place (marketing channels) and promotion (the way to communicate). The brief mapping of the principles can be seen in the figure below.



Figure 1: The Marketing Mix (McCarthy, 1964)

The discussion in this paper is focusing on the point 'Promotion'. According to Rajagopal (2007), promotion is a way in raising customer awareness towards a brand, with further objectives to create brand loyalty. Furthermore, promotion comprises important elements such as advertising and display. Several previous studies had explained factors implicated in the two elements.

**Impacts of Subliminal Advertising.** For years, beer companies have been major sponsors of Europe's major soccer clubs. One of the world's most favourite brand, Carlsberg's name was the sponsor of the football club Liverpool, one of the biggest and prominent clubs of English Premier League. The brand name has been appeared on The Reds' shirt from 1992 to 2010. This Danish product also sponsors one of the biggest clubs in Denmark, FC Copenhagen, since 1999. Besides, Carlsberg is also a long-term sponsor of the UEFA European Championship, from 1988 until 2012.

This is an example of subliminal advertising made by beer companies. At first, we may think that sports are very far-related to beer or any kind of alcohol drinks, which people consider as unhealthy kinds of drinks. However, Murphy and Zajonc (1993) showed on their experiments that subliminal priming can be used to influence people's reactions to an object which is unfamiliar to them. Even flashing a brand name as a 10-seconds commercial may attract people's reactions, so we can imagine how if it is done for several years.

Strahan et al. (2001) argue that subliminally priming a brand name for a drink can increase the likelihood that participants will choose the drink. What Carlsberg has done is driving people to think that it is definitely the number one beer in the world. It can be seen in one of the Carlsberg commercials which show a ball and a beer. There is a tagline written under the picture of the ball, which says, 'probably the football'. In the other hand, the tagline under the picture of the beer says, 'probably the best beer in the world'. By this commercial, we can see their effort in making beer familiar to soccer, or making beer as an inseparable entity of the joy in watching soccer.

This phenomenon was also described by an experiment conducted by Cuperfain et al. (1985). In the experiment, they showed a film about an advertisement of wool clothing soaps that did or did not have a subliminal message to several college students. One of the products was physically present, while the other was only advertised on TV. The students were then asked to complete questionnaires after the film ended. The questionnaires contain questions that asked the students to rank-order 5 soaps that are useful for fine clothing. Results indicate that the subliminal messages really influenced the preference of customers. The highly advertised products are more preferred than the relatively unknown product. These results showed how a constant advertising keeps sending subliminal message that plants an image to the minds of customers.

Other alcohol drink companies have also already established sponsorship with big soccer events. Budweiser, a beer brand owned by Anheuser Busch company from the United States, proclaimed themselves as the main beer for World Cup 2010 which was held in South Africa in 2010 by clinching a contract deal with the world soccer federation (FIFA). This action will drive soccer fans subconsciously to buy Budweiser and place them above any available beer brands. Besides clenching the Budweiser brand as the top priority, the constantly-appeared commercial will also send stimuli to the customer that watching a soccer game will not be enough without beer. It can be seen by the tagline of Budweiser's FIFA WC 2010 commercial: celebrate the passion with Budweiser. This line of words has sent the message that if you want to feel the joy and hype, do not forget to have a bottle or a glass of Budweiser in your hand. The beer commercials have created a message of social identity.

Nowadays, we can easily see different brands of beers are in every corner of a stadium during a soccer match. From an advertising board to the free flyers that are spreaded outside the stadium, we can see how names of different beer brands dominate the information of a soccer event. The effect of the customer is that they are

unconsciously drawn to grab a bottle or a can of beer as a company to enjoy the excitement of a soccer game. This is a proof that the priming manipulation had a positive effect on people's motivation to obtain access to the product (Karremans et al. 2005).

**Semantic Priming of Visual Identifiers.** Visual features are easy to enhance people's preference to a product. An experiment by Labroo et al (2007) showed that a frog picture on the label of a wine bottle can enhance customer's preference of the product. It is caused by the uniqueness of the label, how it is different from the other products. Unique identifiers such as distinct a frog on a wine label has a more potentially important advantage over identifiers that are meaningfully related to the type of product, for example the picture of grapes on a wine label. The images of a frog are easier to process in human brain, even though frogs have nothing to do with wine. The studies proved that matching semantic primes can facilitate the fluent processing of perceptual features (Labroo et al. 2007).

In the atmosphere of a soccer match, beer commercials in the soccer world made two steps of advertising influences. First, they insert their brand into a social identity that beer is definitely needed to enjoy the atmosphere of a soccer game. After that they do the frog-wine strategy. They inserted additional attributes by making the product experience as soccer experience. Carlsberg has done this with their widely-known successful commercial. It shows a picture of a soccer ball and a caption beneath it which says, 'probably the football'. Then, next to the picture of the ball, there is a picture of a beer bottle with a caption, 'probably the best beer in the world'. This advertising almost makes no sense and difficult to understand, but people like it because they think it looks funny and unusual, thus make it easier to remember.

There is also an argument from Labroo et al. (2007) that an arbitrary visual identifiers are more likely to associate the target with the category to which the target brand belongs. For example, people will remember Adidas' stripes logo or Kentucky Fried Chicken's Colonel Sanders as inseparable parts of the brand's equity. Furthermore, the visual figures will also become parts of the cognitive structures relating to sports apparel (Adidas) and fast foods (KFC).

Therefore, in order to strengthen the associating between beer and soccer entertainment, some beer brands have involved popular professional soccer players in their TV commercials. In order to deepen the popularity of their brand, the beer Tiger, one of the biggest beer brands from Asia, showed prominent figures of soccer in their commercial. Wayne Rooney, a worldwide known player from England and Pierluigi Collina, the world's number one referee in the 2000s, appeared in their 30-seconds TV advertising. This strategy was also done by Brahma, a beer brand from Brazil, with the commercial which shows the superstar Ronaldo playing football against a bull.

Labroo et al. (2007) also believed that most often, the perceptual features of a target, for example the colour of a product or brand, are also meaningfully associated with other features of the target. For example, the red colour of a chilli will bring spicy sensation to customer's mind. Through their advertisements over the year, some beer companies successfully managed their exposure to colours with the look-alike of the colours that are associated with soccer. Although the colour of the beer liquid is dark yellow, but somehow some beer brands such as Heineken and Carlsberg are associated with green. This makes them easier to create false memories in the minds of consumer that these two beer brands are closely related to the green colour of soccer fields.

A research by Winkielman and Fazendeiro (2003) also showed that semantic primes can facilitate the processing of conceptually related visual stimuli. For example, exposure to the word “key” makes our brain automatically process a picture of a lock. They also explained through their experiments how several words that are related to an object, for example a watch, brings our mind to automatically think of a watch. In these cases, the semantic primes and the visual targets are part of a network of meaningful associations in memory (Labroo et al. 2007).

The experiments also demonstrate that the prime and the target do not need not be meaningfully related, as long as the prime matches the perceptual features of the target (Labroo et al. 2007). It may explain how some of Carlsberg commercials really imposed that some features or figures that are related to soccer to appear in the beer commercial. For example, the World Cup trophy that stands in line with several beer glasses during the times of World Cup 2012, which Carlsberg was one of the official sponsors. Or the image of a soccer ball that appears in a Carlsberg bottle cap, or even the pictures of popular soccer players in the package of beers. When customers see this in everyday life, slowly the associated image of close relationships between certain brands of beer and soccer fields is built.

One of the beer companies that are successful in implementing this principle is Carling. This brand of a lager beer has been sponsoring English Football League Cup, named Carling Cup since 2003. It is also the main sponsor of English Premier League in the period of 1993 to 2001. Nowadays, when people mention the word ‘Carling’, people will not only think of a beer, but also about the competition involving more than 300 professional soccer players in England. This is supported by post-match media coverage which says, for example, ‘Arsenal wins Carling Cup.’ The brand recognition will be largely boasted.

It is quite interesting to see how beers and soccer have become two inseparable entities nowadays, while naturally, alcoholic drinks are far from the spirit of sports, which is healthiness. An explanation by Labroo et al. (2007) might help elaborating this matter. They believed that lately, there has been a growing trend to employ unusual visual identifiers that only little things to do with the product. For example, designer clothing involves images of an arrow or a crocodile. A. C. Nielsen also reports that 18% (nearly one in five) of the 438 viable table wine brands introduced in the last 3 years feature a picture of a unique animal, from a hippo to a frog to a penguin. In the beer-and soccer case, a soccer ball, a goal, the green grass of soccer fields or a stadium figure have become visual identifiers to drinking beers.

In every big important soccer tournament, beer companies will release their event packages which shows visual figures related to the big events as an identifier that is obvious to the customers. We can see how Heineken and Carlsberg always come with their soccer edition package, every time a big soccer event takes place.

## CONCLUSION

Soccer, as the world’s most popular game of sports, has drawn attention of big business companies. One of the major sponsorship to soccer events are beer companies. This becomes an interesting fact to look at, how stakeholders of soccer are able to accept such alcohol advertising in the sports environment. It has been a common sense

that the existence of alcohol is not hand in hand with the spirit of sports which promotes the human healthiness.

Alcohol companies chose to advertise their products in soccer industry for the reason that sports teams generate stronger emotional response from their fans (Couvelaere and Richelieu, 2007). The aspect of emotional involvement and social identities that exist in an euphoria of a soccer match are also influential in shaping brand attitudes (Muehling 2011).

Arbitrary visual identifiers are more likely to associate the target with the category to which the target brand belongs. This explains the strategy of beer companies which showed prominent figures of soccer in their commercial, such as Ronaldo and Wayne Rooney.

The perceptual features of a target, for example the colour of a product or brand, are also meaningfully associated with other features of the target. That is the reason why some beer companies managed their exposure to colours with the ones associated with soccer. Beer brands such as Heineken and Carlsberg are known for green colour, which creates false memories in the minds of consumer that these two beer brands are closely related to the green colour of soccer fields.

There are a lot more interesting aspects on how beer companies advertise in soccer and other sports in general. This paper shows that further study about this matter is required.

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## EMOTIONAL INTELLIGENCE CAN BE IMPROVE USING INTERVENTION

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### Abstract

This research seeks to investigate whether emotional intelligence developmental training can lead to an increase with the Bar-One Quotient Modal. A quasi-designed study was employed with self-report assessments as the baseline and a following post test was conducted after 14 weeks of the training program. The School of Psychology and Social Work, Universiti Malaysia Sabah students participated in the study and 19 students were recruited as the experiment group and received intervention while 22 students were recruited for the control group. Recruitment was made based on the lower scores on the Emotional Quotient inventory (EQ-i). The results of this finding reported that 3 of the component form in this module had increase in mean score after undergoing intervention. There is no significance result for the control group. In conclusion, emotional intelligence training had a positive effect on the students in the intervention group.

**Keywords:** *Emotional intelligence, soft skills, intervention*

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### INTRODUCTION

A large body of research now suggests that emotions play an important role in guiding thinking and decision making, for example, happy moods can facilitate divergent thinking and enhance creativity (Isen & Daubman, 1984). Besides that, these abilities are expected to influence people's capacity to interact well with others, communicate effectively, handle conflict, manage stress, perform under pressure and create a positive work environment.

The problem of unemployment among graduation becomes one of the issues every year in Malaysia. According to the Ministry of High Education and the Ministry of Human Resource (The Ministry of Malaysia Higher Education, 2006) about 59,315 graduated students are unemployed. One of the reasons is the lack of soft skills. The importance of soft skills in contributing to organizational success in the workplace for an employee, manager or leader has been recognized (Bunker and Wakefield, 2004). Individual with soft skills will exhibit traits such as greater leadership, rapport building, relationship management and influencing abilities (Reynolds, 2005). Soft skills are also commonly known as interpersonal or social skill. Nowadays, working environment where customers and employers are becoming more demanding, having soft skills is something that one simply cannot survive without it (Nicholaides, 2002). Soft skills are

terms of sociology that relates to emotional intelligence. Interpersonal and intrapersonal is a soft skills, however when we look at the Modal of Emotional Intelligence developed by Bar-On (2000), intrapersonal skills is one of the major domain from these model and interpersonal skills which were included in 15 subscale used in to this model.

Since the concept of emotional intelligence is increasingly needed in the working world, it is important to prepare graduating students who will enter the working world with emotional skills and be able to understand how emotions can affect learning and performance. Therefore, student can use these abilities as an extra strength when their go for their interview. Learning to manage emotions and relationships with others is a lifelong process. Therefore, it is important to have an intervention or training based on emotional Intelligence in an effort to increase emotional intelligence skills. Increasing evidence showed that emotions play an adaptive role in guiding human behavior, thinking and communication, leading to the idea that emotional abilities represent a distinct form of intelligence. According to Kagan (1998), emotional intelligence skills can be developed.

Since the concept of emotional intelligence is increasingly crucial in the working world, it is important to prepare students with emotional skills and a stronger understanding on how emotions can affect learning and performance (Jaegar, 2003). With the mastery of these skills, students will be able to add value to themselves in times of job interviews because this element is one of the aspects that will be sought after by prospective employers. Due to limited job vacancies, employers will now tend to select candidates with technical skills or soft skills, as possessing this element will enable organizations to save costs and time in lieu of employees' further training programs. In addition, this Social Emotional Intelligence Module will be able to contribute to existing self improvement module in Malaysia. This module is especially useful for employees such as teachers (Syafrieman, 2010) and the head of Department (M.Grant, 2007; Nelis, Quoidbach, Mikolajczak & Hansenna, 2009). Modules related to student development is still rare, especially those that focuses in human development relating to emotional intelligence and social skills.

## METHODS

**Design of research.** This study used a quasi experimental design with pre and post tests. The emotional intelligence training programmed was implemented by the researcher. Pre test was given before conducting the treatment. Post test was implemented twice, firstly, after completing the treatment and secondly, after three months to investigate the long term results.

**Sample and Location.** 476 year 2 students from the School of Psychology and Social Work were involved in the pre test. However, only 42 students were selected and categorized as low in Emotional Intelligence using the Emotional Quotient inventory (EQ-i) questionnaire. There are two groups selected into the experiment and control group. The sample consists of 19 participants for the experiment group and 22 for the control group. Respondents were further divided into three percentile dimension of high level, medium and low and were subjected to a treatment session. A total of 42 students were selected under the low mean scores.

**Data Analysis.** Data was analyzed with the Statistical Package for Social Science Version 20. Wilcoxon paired-test used to determine the mean scores difference within group.

**Instruments.** This study used the Emotional Quotient Inventory designed by Bar-On (2007) which consist of 133 items and five Likert scales with answers ranging from "very rarely about me" to "very often about me". Completing the questionnaire takes 30 to 40 minutes. This research tool fits those aged 16 years and above. This questionnaire contains two parts. Part (A) consists of the respondents' demographic information and Part (B) consists of the emotional and social intelligence skills which were divided into fifteen (15) sub scales.

## RESULT AND DISCUSSION

Result from the five main components of emotional intelligence showed that there are differences in the mean score tests before and after in the experimental group. In the main components category, there are three components showed the changes to the mean rank score which were the Intrapersonal skills (negative, 2 =6.50 , positive, 17 = 10.41), Interpersonal skills (negative, 0 = 0.00, positive, 19 = 10.00), and the stress management component (negative, 6 = 7.50, positive, 13 = 11.15 ). (See Table 1)

Table 1  
 The Differences in Mean Rank Score of Emotional and Social Intelligence Component.

Component	Rank	Mean Rank	Z	Sig
Intrapersonal	Negative (2)	6.50	-3.304	.001
	Positive (17)	10.41		
Interpersonal	Negative (0)	.00	-3.83	.000
	Positive (19)	10.70		
Adaptability	Negative (7)	8.64	-1.09	.276
	Positive (11)	10.05		
	Ties (1)			
Stress Management	Negative (6)	7.50	-2.014	.044
	Positive (13)	11.15		
General Mood	Negative (10)	8.75	-.087	.930
	Positive (8)	10.44		
	Ties (1)			
Overall	Negative (8)	12.3	-.080	.936
	Positive (11)	8.45		

$p < .05^{**}$

Based on the results in the table 1, a total of 3 of the 5 component in Emotional and Social Intelligence were significant. The results showed that the training given to the experimented group produced a beneficiary effect. Training was given for one semester were practiced in the classroom. After the end of the training session, the respondents were given weekly assignments to be applied for one week before they are given the next training. This is in accordance with the method used by Nelis,

Quoidbach, Mikolajczak and Hansenne (2009) where emotional intelligence training were given 4 weeks and a one week interval to provide an opportunity for the respondent to apply the training in their lives. According to Lynn (2002) the role of the facilitator (trainers) is very critical in helping participants to develop emotional intelligence. When providing treatment, researchers presented the skills needed to obtain better results. Therefore there were no differences of training delivery because the training was given by same person. However, not all the subscales produced significant results. There were four subscales that did not increase between the pre test and post test. The activities perhaps needed more time as the students were given only one week to apply the training used in this module. However, when activities included mental processes, respondents may require more time to process the activities more effectively.

Emotional and Social intelligence models used in building emotional intelligence were able to garner positive changes as evident in the change of mean scores after the respondents were given training. The findings of this study were consistent with findings by Freedman (2003) where a model of emotional and social intelligence was used as a curriculum teaching module for a year. This research showed that the emotional and social intelligence had significantly increased for children who followed the training curriculum. Through it the children can understand and portray themselves better, were able to manage and control their emotions and to adapt more effectively into the school environment. The findings of this study indicate that the emotional and social intelligence model built by Bar-On was able to monitor and measure emotional and social intelligence changes accurately.

## CONCLUSION

The findings of the study indicated that there was a training effect in the Group experiment in this study. The training develop was tailored to the higher sub scale level of Quotient Inventory questionnaire. After the experimental group was given a test before and after treatment, eleven sub scale and three components showed significant changes. The mean score was also increased in comparison to the mean score from the pre-test. This improvement has shown the availability of training effects amongst the respondents in this study. The sub scales showed changes in the mean scores of emotional self awareness, assertiveness, self actualization, independent, empathy, social responsibility, problem solving, flexibility, stress tolerance, happiness and optimism. Meanwhile, only three sub scales showed changes to the mean score for the emotional intelligence component which were the Intrapersonal, Interpersonal and stress management component. Future application of the training may be given to randomly selected groups to gauge the impact of an effectiveness of this module. Therefore the training may be further implemented not only for lower group in emotional intelligence but can also for the moderate or high scorers in emotional and social intelligence.

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**COMMUNICATION MANAGEMENT  
PERSONNEL CIVIL SERVICE POLICE UNIT  
(Phenomenology Study of Communication Management Personnel Civil Service  
Police Unit in Enforcing Local Regulation on Public Order  
The Special Province of Jakarta)**

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**Abstract**

This study aims to identify and understand the communication management personnel Jakarta municipal police in enforcing the law. The focus of this study to determine: (1) Making of municipal police personnel communication (2) management of communication among municipal police personnel; (3) Management of municipal police personnel communication with relevant parties. Research paradigm is constructivist, phenomenological research methods. The collection of data through interviews. Subjects were 16 municipal police personnel. Supporting theory is a theory of Phenomenology, Social Construction Theory, Symbolic interactionism Theory, Dramaturgy Theory, and Symbolic Convergence Theory. The results of the study, interpretation with respect to the motivations become municipal police personnel are working. While the concept of municipal police personnel themselves are proud and happy. The meaning of municipal police duties is enforcement legislation, the noble task, but the full weight of the risk. Communication of meaning in the line of duty, which is the core communications in the line of duty, and instruments convey Regulation message to the public. Making of controlling communication with coercive approach, and the response is the last option. Meanwhile, the meaning of communication is persuasion dialogue, good talk and polite but still firm, and a good approach but on the field is not easy. Management of communication with other municipal police personnel verbally related to behave talks duty time, the control strategy and mutual care. Management of non-verbal communication in the group associated with a smile, views, patting backs, plain clothes, a symbol small fires, spacing, and the language code. While controlling communication management before Priok incident, is about the control strategy, support and motivation. After controlling communication management Priok incident, is about policing strategies and community attitudes. Management of municipal police personnel communication with relevant parties, relating to the control of the communication before the event Priok, is communication in a way that is both informative yet firm. Controlling communication when controlling Priok, communication chaotic. While controlling communication management after Priok incident, is persuasive communication, imaging and communication communications dilemma. Communication management in controlling street vendors, urging and directing, street vendors approached one local language, communication with the firm and vigilant. controlling communication management, communication according to the conditions; appealed, keep this new communication. Communication management in the building demolition, communication with stakeholders, according to the procedure of communication, persuasive communication priority. Management of controlling communication with relevant parties, communicated to the police activities related to communication media, NGOs and community leaders the domain of leadership.

**Keywords:** *Phenomenology, Communication Management, Municipal Police Personnel.*

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## INTRODUCTION

This research is motivated by the complexity of the situation facing municipal police personnel while performing their duties to enforce local regulations on public order in DKI Jakarta. Rule violators of the area comes from diverse walks of life, ranging from street vendors, beggars, the homeless, street children, residents of illegal buildings, to entrepreneurs who occupy land not designated for businesses. Rules of Conduct violators this area range from cooperative to oppose, resist and attack even when performed demolition.

Conditions are not conducive time of demolition, allowing clashes. Clashes sometimes invite the attention and solidarity of citizens, NGOs (NGOs), as well as mass media. This, in some cases allowing clashes to be large and widespread.

The reality that should be observed is how the municipal police personnel to manage communications. This issue is important studied, given the success of the enforcement of local regulations, among others, depending on how the management of municipal police communications personnel in the field. Because in fact the task of municipal police personnel point is communication. Through good communication management, municipal police personnel can do their job properly, so avoid violence and clashes.

This research is phenomenology. The study seeks to examine the phenomenology of social phenomena associated with the direct experience of meaning and consciousness experienced by the individual. This study seeks to examine the experience of communication management personnel DKI Jakarta Provincial municipal police in carrying out its duty to uphold public order regulations in the area of Jakarta Province.

### Research Objectives

Phenomenological research, trying to understand how a person experiences and give meaning to a conscious experience. In this regard, the purpose of this study is:

"Knowing, understanding and analyzing communication management personnel Jakarta municipal police to enforce local regulations on public order in the Province of Jakarta".

Specifically, the purpose of this study is:

1. Know the meaning of municipal police personnel communication with him (self) as a municipal police personnel and in its duty to enforce local regulations on public order in DKI Jakarta.
2. Understanding management personnel communication with other municipal police personnel while performing the task enforce local regulations on public order.
3. Analyze the management of municipal police personnel communication with relevant parties, when communicating with local regulations violators of public order, NGOs, the mass media and the communities where policing.

## The theoretical framework

**Theory Phenomenology of Alfred Schutz.** Phenomenology is the view of thinking that focuses on human subjective experience. Phenomenology makes real life experiences as the basis of data from reality. Phenomenology means allowing everything to be real as it is without specific predictions (Littlejohn, 2000: 179-180).

Relevance to this study is focused on communications management experience in a municipal police personnel to enforce regulations on public order in the area of Jakarta Province. Theory Phenomenology referenced in this study were referred from the work of Schutz. Through his work "The Phenomenology of the Social World" (1967), Schutz interested in the ways when individuals using interpretive scheme to rationalize the phenomenology of personal in everyday life. This interpretive scheme became stock of knowledge that enables an individual to understand the meaning of what is said or done others (Haryanto, 2012: 146).

Based on the interpretive scheme obtained from experience, municipal police personnel will manage the communication which later became the stock of knowledge to interpret the behavior of communication in enforcing local regulations.

**Social Construction Theory of Berger and Luckmann.** Berger and Luckman (1975) explains that an individual in his life developing something repetitive behaviors, referred to as "custom" (habits). This habit allows individuals to resolve the situation automatically. In a personal communication situation, the participants or by Schutz called "actors", will each observe and respond to other people's habits (Kuswarno, 2009: 112).

The relevance of the theory of social construction of reality to the research phenomenon municipal police in Communication Management Enforce Public Order Regulations in DKI Jakarta province is that the municipal police personnel as actors will develop habitual patterns act specifically to communicate with certain ways. These patterns are created by interactions between them are also subjective to objective interaction with institutions. Communication patterns developed a repetitive behavior that is repeated becomes a habit related to communication patterns when performing the task in the process of curbing the violators of public order regulations in DKI Jakarta.

**Theory Symbolic Interactionism of Mead and Blumer.** The core theory of symbolic interactionism is an activity that is characteristic of human beings, which is the communication or exchange of symbols given meaning (Mulyana, 2001: 68). Based on the view of symbolic interactionism as confirmed Blumer, social processes in the group that create and enforce the rules, not the rules that create and uphold group life. In this context, the meaning is constructed in the interaction process.

The symbolic interactionism theory, can be used as material analysis to discuss the management of municipal police communications personnel in carrying out the duties of local regulations to enforce public order neighbor. How municipal police personnel to manage communications in performing the task is inseparable from the meaning and symbols they use based on the interpretation of the relevant social situations.

**Dramaturgy Theory of Erving Goffman.** The Presentation of Self in Everyday Life (1955), a work of Goffman, who describes the process and the meaning of human interaction. Goffman adopts the concept of self-awareness and the self of Mead, which then led to a role as a basic theory of dramaturgical theory. Goffman presupposes an

individual's life as a stage, complete with setting the stage and performed by an individual acting as an actor's life (Santoso and Setiansah, 2010: 46).

Erving Goffman's dramaturgical theory, a theory that is relevant to discuss the management of municipal police communications personnel, related to impression management. Impression management is done when personnel present itself as a regional regulation enforcement officials in order to get a certain impression of the area in front of the offender regulations, such as the respected and obeyed. Impression management is supported by a variety of attributes that are used as uniforms and other demolition equipment.

**Symbolic Convergence Theory of Borman, Cragan and Shield.** Symbolic convergence theory or the analysis of the theme of fantasy, a theory developed by Ernest Bormann, John Cragan, and Donald Shild. This theory examines the use of storytelling in communication. As described Littlejohn and Foss (2009: 236). The focus of this theory is that an individual picture of reality guided by the stories that describe how an object should be trusted. Stories or fantasy theme is created through symbolic interaction in small groups that move from one individual to another and from one group to another.

In the context of this study, the stories of experience managing communications municipal police personnel were told amongst personnel while performing the task in turn will guide the communication behavior of the municipal police personnel in performing their duties to enforce local regulations on public order.

**Conceptual Framework "Communication Management".** Defined communication management Michael Kaye, through his book "Communication Management" as "how people manage communication processes through Reviews their constructing meaning about Reviews their relationships with others in various settings" (Kaye, 1994: xii). In the context of this study, communication management is how the Jakarta municipal police personnel manage the communication process when performing the task to enforce regulations on public order in the area of DKI Jakarta in a variety of settings.

## METHODOLOGY

The methodology in this study is a qualitative research methodology. While the method of research is phenomenology. Phenomenology is one method of qualitative methods. Every experience contains the essential meanings. Phenomenological research seeks to understand the lived experience (Tanod & Raco, 2012: 55).

Determination of data sources or informants in this study was done by using snowball sampling. Informants in this study is the municipal police personnel numbering 16 people.

## RESULTS

The results of this research study are:

1. Based on the communication of meaning municipal police personnel against himself, municipal police personnel are competent to understand him, a positive self-concept as happy and proud as a municipal police personnel, have motivation become municipal police for wanting to work as a regional regulation enforcement and looked duties as a noble task despite the heavy work.

- Meanwhile, based on the communication of meaning in the line of duty, found two types of municipal police personnel, namely: 1) the communication-oriented personnel, that personnel who interpret the communication as "core" in the line of duty, and 2) Personnel municipal police task-oriented, looking at communication merely as a tool or instrument in conveying the message to the local regulation of society.
  - Municipal police personnel to make sense of communication with the coercive approach, as a "response" form of spontaneity and the "last option". So, the only municipal police personnel perform coercive measures if forced.
  - Persuasion, is defined as an approach that promotes dialogue, talk politely but still firm and good approach although not easily applied in the field.
2. The municipal police personnel are competent to manage its communications with other personnel, as it can be set up and explain the meaning through interaction.
- Management of communication among municipal police personnel verbally, to discuss the importance of keeping the essence is in charge of attitudes, enforcement strategy and a sense of caring for each personnel.
  - The management of non-verbal communication, including a smile and a nod, to strengthen each other's eyes, tapped to provide encouragement, using attribute in plain clothes to disguise interest, engineering symbol that can be controlled by small fires to distract, use paralanguage like cries when chaotic conditions, language radio password. Nonverbal communication management is done especially when not allowed to use verbal communication, and as an enforcement strategy in the field
  - Management of controlling communication with other personnel before Priok incident is to discuss the importance of controlling the preparation, support and motivation. Meanwhile, the management control of communication with fellow personnel after Priok incident is related to policing strategies and community attitude. Communication among management personnel, conducted by adjusting the conditions of the people who do the taking disciplined or the rule of the other.
  - Policing strategies and community attitude. Communication among management personnel, conducted by adjusting the conditions of the people who do the taking disciplined or the rule of the other.
3. Management of municipal police personnel communication with relevant parties have not fully competent, given the municipal police personnel were not fully affect the related parties. Management communication with related parties have been attempted in a persuasive but not yet fully implemented given the necessary firmness and sanctions in the enforcement of local regulations.
- In controlling the communication management vendors such persuasive efforts are called for not selling in forbidden places, street vendors approached the local language, but communication is required to be firm and vigilant when vendors refuse to be disciplined and take the fight.
  - Management control of communication with social problems was done by using appropriate communication conditions, urges, or securing new first communication because they would run at the sight of the officer.
  - Communication management is done by the demolition of communication with relevant stakeholders such as community leaders or leader opinion, appropriate communication and persuasive communication procedures, such soothing also helped to clear the goods are to be disciplined.

- While managing the communication with the media, NGOs and community leaders conducted by communicating the activities carried municipal police and maintain relationships with them. Relationship with the media, NGOs and community leaders are well maintained can help facilitate the task of municipal police to enforce the law.
- Management of curbing communications is done with the municipal police personnel perform impression management in front of the stage in informative and persuasive, as well as more humane so that it can be accepted by society. While the management at the time of the preparation behind the stage emphasized that the task of enforcing regulations should be completed and implemented. This is where the dilemma arises municipal police personnel when they were faced with the choice should be persuasive but not completed the task, or a task to be completed, but faced with a tough stance because people increasingly assertive against the officer. Eventually they manage communications between or middle stage where impression management should be done behind the front of the stage should be managed in the disciplined citizens. Erving Goffman's dramaturgical theory of performance suggests that the world can be divided into two stages, namely the front and rear, this study adds the middle stage, the stage between the front and.

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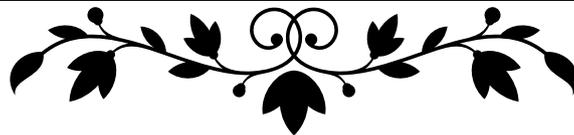
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# **PSYCHOLOGY, EDUCATION AND DEVELOPMENT**

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## THE MODERATING EFFECT OF COPING STRATEGIES ON JOB SATISFACTION AND PSYCHOLOGICAL WELL BEING AMONG FIRE FIGHTERS

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### Abstract

Sources of occupational stress and their impact on job satisfaction and psychological health were examined in a questionnaire survey of 617 Malaysian fire fighters. The role of coping strategies as moderating factor was also tested. The results indicated that the overall of sources of stress had a significant negative correlation with job satisfaction. The results also indicated that the overall of sources of stress had a significant positive correlation with overall psychological health and there were significant influence of coping strategies as a moderating variable between sources of stress and job satisfaction as well as psychological health (stress, anxiety and depression).

**Keywords:** *Occupational Stress; Psychological Health; Coping strategies; Job satisfaction; Fire fighter*

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### INTRODUCTION

A fire fighter is a rescuer extensively trained in firefighting, primarily to extinguish hazardous fires that threaten property and rescue people from dangerous situations. Fire fighters work to protect the community against injury, loss of life and destruction of property by fire and other disasters. In the course of their work, they can be exposed to physical, chemical and biological hazards. They also face the risk of psychological conditions such as Post Traumatic Disorder (PTSD) and physical injuries.

While there is an extensive literature on stress in policing (e.g. Alexander & Walker, 1994; Brown & Heidensohn, 2001), only a few empirical studies have systematically examined the causes and effects of stress in fire fighters' work. Most of these have concentrated on the specific effects of distressing events causing PTSD (Al-Naser & Everly, 1999; Corneil, 1993; Corneil et al., 1999) rather than the more general issue of occupational stress and its effects. This article focuses on sources of stress as predictors of psychological health (anxiety, stress and depression) and job satisfaction among Malaysian emergency workers namely fire fighters. It also examines the roles of coping strategies as moderator between exposure to occupational stressors and its impact on psychological health and on job satisfaction.

**Causes and Effects of Occupational Stress in Fire fighters.** A fire fighter must be well prepared both physically and mentally, as fire fighting and emergency

rescue work is a very challenging and high-risk job. According to Leigh (1988), professional fire fighting is a stressful and dangerous occupation that ranks fifth in occupational mortality in the United States. Evidence suggests that most fire-fighter mortality and morbidity are related either directly or indirectly to the stressful nature of their work (Beaton & Murphy, 1993). Furthermore, Moran (2001) found that workers in emergency service organisations such as the fire brigade, ambulance service and rescue squads, are not only exposed to everyday stressors common to many work environments, but they can also face extreme stressors associated with emergency incidents such as traumatic accidents or disasters. Beaton and Murphy (1993) suggested that fire fighters' job stress is complicated and multifaceted. They developed the Sources of Occupational Stress Scale (SOOS) that assessed 14 different categories of occupational stress for fire fighters, (including sleep disturbance, job skill concerns, past critical incidents, management conflicts). They found that the SOOS instrument appears to have adequate reliability and concurrent validity for fire fighters in the USA and is correlated with job satisfaction and work outcomes. Young and Cooper (1997) found that poor physical health was a major stress outcome among 427 emergency service workers (fire service and ambulance services) in England. Their results also show that job dissatisfaction was revealed as a major problem for the ambulance service and fire service workers. Bartolo and Furlonger (2000) focused on the relationship between job satisfaction and supervisor leadership behaviour among fire fighters. Their sample was selected from a privatised aviation fire service in Australia and consisted of 56 fire fighters from two stations in Victoria (n=36) and New South Wales (n=20). The results indicated that there are significant positive relationships between co-worker satisfaction, supervision satisfaction, initiating structure and consideration leadership behaviour. Beaton and Murphy (1993) reported that, social support at home (with family and friends) was significantly higher than satisfaction with co-worker support and low social support and/or high relational conflict (especially work) may predict adverse health outcomes among 1,703 fire fighters and 253 paramedics in a U.S. sample.

**Coping Strategies.** Previous studies suggested that coping (Moran & Colles, 1995) is an important variables predicting psychological health. The ability to cope with demands is very important in our lives. Beaton et al. (1999) reported that fire fighters must cope with extraordinary and persistent occupational demands that are potentially cumulative. People adapt in different ways to the environment and these differences can influence the level of psychological health. Moran (2001) reported that appraisal of coping strategies is a complex phenomenon that can also involve expectations about how one will be affected and deal with future stressors. She suggested that the coping style of emergency workers could result from the type of work, rather than type of person. For example, emergency workers frequently describe their reactions at an emergency or disaster site similar to the following: *“we have a job to do and we have to get on with it. We can't afford to be upset by the things around us”* (p.357). Lindy (1985) stated that this type of coping has been referred to as a “trauma membrane” that allows emergency workers to shield themselves emotionally from unpleasant or threatening scenarios.

**The Objectives of the Study.** The objectives of the study are: (a) to examine the sources of stress as a predictor of psychological health (anxiety, stress and depression) and job satisfaction among Malaysian fire fighters, and (b) to examine the roles of coping strategies as moderator variables. The current study will be based on the

proposed theoretical framework outlined below in Figure 1. This theoretical framework of the study is based on the existing research on stress and fire fighters discussed above.

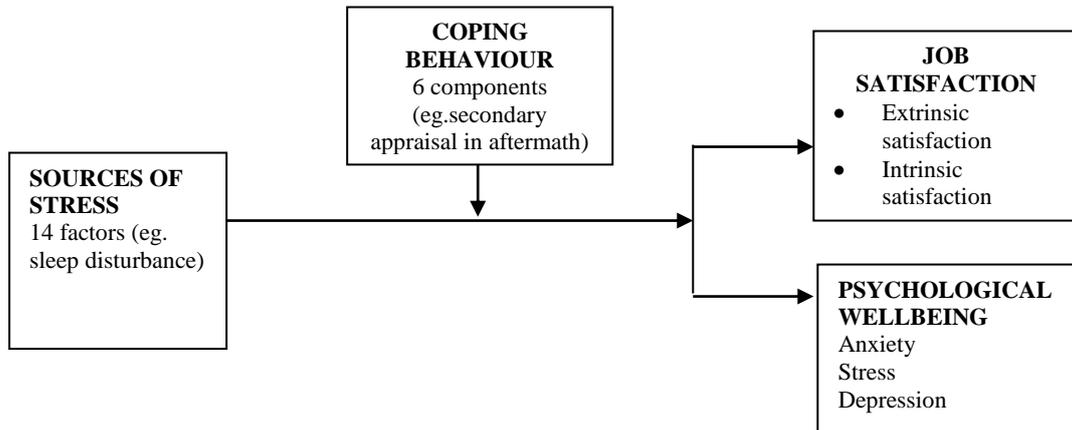


Figure 1. The theoretical framework for the study

**Hypotheses of the Study.** On the basis of the foregoing overview, the following hypotheses were formulated:

**Hypothesis 1:** It is predicted that fire fighters who report higher levels of pressure arising from sources of stress report lower job satisfaction and poorer psychological health.

**Hypothesis 2:** Coping strategies act as moderating variables between sources of stress with psychological health (anxiety, stress and depression) and job satisfaction. It is predicted that coping strategies contribute to psychological health and job satisfaction.

## METHODS

**Procedure.** The questionnaire was distributed through the officers in charge in six zones of fire brigades namely Wilayah Persekutuan, Selangor, Sabah, Kelantan, Malacca and Perak. Questionnaires were sent to each station via the internal post of each brigade and were then distributed to individual members. At the time of distribution, the purpose of the survey was explained and the feedback that could be expected was described. All personal information given was treated in confidence, and no individual was identifiable.

**Measures.** Respondents completed a self-report questionnaire containing five scales measuring sources of stress, coping strategies, psychological health and job satisfaction. Respondents were also asked for their demographic information (age,

length of service, marital status, job position and second job). Details of each scale are given below.

**Sources of Stress.** Sources of stress were measured with the Sources of Occupational Stress in Fire Fighters and Paramedics (SOOS; Beaton & Murphy, 1993). The SOOS has 57 items designed to assess the types and degrees of psychosocial stressors to which fire fighters are commonly exposed (overall Cronbach's  $\alpha$  of the SOOS was 0.95 (n=2005) for US fire fighters). The respondents were asked to indicate whether they have experienced a particular type of occupational stressor within their past 10 work shifts and if they have, to indicate how 'bothered' they have been by this job-related stressor on a 1 to 10 rating scale (10=extremely bothered, 5=somewhat bothered, and 0=not bothered at all). Beaton and Murphy (1993) used a 100 point scale but this was reduced to a 10 point scale for ease of completion and to fit better with the measurement used in the other subscales. The scale was chosen for fire fighters since it appears to be comprehensive and relevant (Coefficient  $\hat{\alpha}$  for the present study was 0.97).

**Coping Strategies.** Coping strategies were assessed with the Coping Response of Rescue Workers Inventory (CRRWI) that contains 32 items developed by Corneil (1993) to measure coping behaviours among fire fighters. The CRRWI initially was developed from The Ways of Coping Inventory, which described a broad range of behavioural and cognitive strategies that an individual might use in stressful situations. This instrument was reworded and shortened into 32 items for use with disaster victims (Horowitz & Wilner, 1981; Mc Cammon et al., 1988). Corneil (1993) adapted the 32 items for his studies on Canadian fire fighters. Beaton et al. (1999) in a study on coping responses and post traumatic stress symptomatology in US urban fire service personnel categorised this Coping Response of Rescue Workers Inventory (CRRWI) into six components namely: Secondary appraisal in aftermath; Behavioural distraction and social support seeking; Cognitive behavioural avoidance and numbing; Foster positive attitudes; Cognitive positive self-talk; and Inward search-philosophical self-contemplation. The coefficient  $\hat{\alpha}$  for sub scales of the CRRWI were in the range .61 to .85 and the overall coefficient  $\hat{\alpha}$  was .90 (Beaton et al, 1999). The CRRWI is suitable for measuring coping behavior in the current study since it has already been used in a sample of fire fighters. The version of CRRWI used here contained 32 items and respondents indicated how frequently they use the ways to handle stress with each item on a 4-point scale (1=never, 2=rarely, 3=sometimes, 4=often). Some examples include "Be more helpful to others," "Turn to religion or philosophy for help," and "Put feelings out of my mind."

**Psychological Health (anxiety, stress and depression).** This was measured with the Psychological Health Scale (PHS). The PHS is a 36 item scale adapted from three instruments namely, 12 items from the Clinical Anxiety Scale (CAS; Thyer, 1992) to measure level of anxiety (e.g. I feel calm), 12 items from the Index of Clinical Stress (ICS; Hudson & Abell, 1992) to measure level of stress (e.g. I feel over panicky) and 12 items from the Generalized Contentment Scale (GCS; Hudson, 1993) to measure level of depression (e.g. I feel downhearted). Respondents indicated their degree of agreement with each item on a 4-point scale (1=never, 2=rarely, 3=sometimes, 4=often). The PHS was used in the current study since it has been shown to have high internal reliability (.88) after a pilot study conducted on Malaysian fire fighters. Furthermore Adi et al. (2003) administered the PHS to 222 female pensioners in Malaysia and the coefficient alpha reliability estimates were .92 for the Clinical Anxiety

Scale (CAS), .80 for the Index of Clinical Stress (ICS) and .74 for the Generalized Contentment Scale (GCS).

**Job Satisfaction.** This was measured with The Job Satisfaction Scale (JSS) developed by Warr et al. (1979). The JSS was deemed to be suitable for this study as it is simple, precise and measures overall, as well as intrinsic and extrinsic job satisfaction. According to Mullarkey et al. (1999), the JSS has been used with a wide range of employees including manufacturing jobs, public service, construction work and off-shore oil installations. Respondents indicated their degree of satisfaction with each item on a 7-point scale (1=I'm extremely dissatisfied, 2=I'm very dissatisfied, 3=I'm moderately dissatisfied, 4=I'm not sure, 5=I'm moderately satisfied, 6=I'm very satisfied, 7=I'm extremely satisfied). The Intrinsic Job satisfaction sub scale comprises seven items (e.g. freedom to choose your own method of working) and the Extrinsic Job Satisfaction sub scale was made up of eight items (e.g. your rate of pay). The Cronbach's alpha coefficients for each factor show high reliability (manufacturing sample >6000), for example for overall satisfaction (0.92), for intrinsic satisfaction (0.88) and for extrinsic satisfaction (0.83) (Mullarkey et al., 1999). Coefficient  $\alpha$  for the present study was .89 for overall, .80 for extrinsic and .84 for intrinsic job satisfaction.

**Respondents.** The questionnaires were distributed to 800 personnel with 617 returned from fire fighters (all male) in operational units (77% response rate). Responses were obtained from all ranks. The length of the respondents' service ranged from less than one year (2.8%, n=17) to more than 10 years (54%, n=336). The age of the respondents ranged from 21 to 60 years old and the majority were in the range between 41 to 45 years old.

## RESULTS

**Descriptive Statistics.** Descriptive statistics for all variables are presented in Table 1. Included are means, standard deviation, correlation coefficients and coefficient alphas. The results showed that the internal reliabilities of measures are acceptable. The Cronbach's alphas ranged from 0.86-0.97.

**Correlations.** Inter correlations among sources of stress, psychological health, coping strategies and job satisfaction are also presented in Table 1. The results indicated that the overall of sources of stress had a significant negative correlation with job satisfaction ( $r=-.18$ ,  $p<0.01$ ). The results also indicated that the overall of sources of stress had a significant positive correlation with overall of psychological health ( $r=.34$ ,  $p<0.01$ ) and job satisfaction ( $r=.10$ ,  $p<0.01$ ). In other words, the higher levels of pressure arising from sources of stress, the lower job satisfaction and the poorer psychological health (anxiety, stress and depression) Therefore, hypothesis 1 was supported by the findings.

Table 1  
Means, Standard Deviation, Cronbach's alpha and Pearson Correlation Coefficients of the study

Variable	M	SD	$\rho$ $\alpha$	1	2	3	4	5
<b>Malaysian fire fighters</b>								
1 Sources of stress	206.7	111.4	.97	-				
2 Coping behaviour	86.8	12.6	.87	.13**	.13**	-		
3 Psychological Health	61.05	9.88	.84	.34**	-.16**	.03		
4 Job satisfaction	72.34	14.73	.92	-.18**	.17**	.10*	-.27**	-

\* $p < .05$ ; \*\* $p < .01$

**Hierarchical Regression Analyses on the Overall of Psychological Health and Overall of Job Satisfaction.** Hierarchical regression analysis with 'Enter' method was used to examine the extent of the influence of the overall of coping strategies on the interaction between sources of stress, psychological health (anxiety, stress and depression) and job satisfaction. Coefficient  $R^2$  is used to measure the contribution towards psychological health (anxiety, stress and depression), meanwhile value change of  $R^2$  is used to see the contribution of coping strategies as a moderating variable. The analysis was carried out for the dependent variable (psychological health and job satisfaction) in which the relevant variable blocks were added in following order, step 1, step 2 and step 3.

Table 2 shows that the results of the hierarchical moderated multiple regression analysis on overall psychological health of the Malaysian fire fighters. The change in  $R^2$  step 1 ( $\Delta R^2 = .104$ ) and 3 ( $\Delta R^2 = .007$ ) reached a significant level. Therefore, the hypothesis that there is a significant influence of overall coping strategies as a moderating variable between sources of stress on overall psychological health (stress, anxiety and depression) was supported for the Malaysian fire fighters.

Table 2  
Summary hierarchical multiple regression analysis of the relations between sources of stress and coping strategies on psychological health for Malaysian fire fighters

Predictors	$\beta$	R	$R^2$	T	$\Delta R^2$
Step 1					
SOOS	.323	.323	.104	7.93**	.104**
Step 2					
CS	-.011	.323	.104	-.27	.000
Step 3					
Interaction term					
SOOS x CS	.557	.334	.111	2.08	.007*

\* $p < .05$ ; \*\* $p < .01$

SOOS-sources of stress; SOOS-overall sources of stress; CS-overall coping strategies

Table 3 shows the results of the hierarchical multiple regression analysis of the relations between overall sources of stress and coping strategies on the overall of job satisfaction for the Malaysian fire fighters. The change in  $R^2$  from step 1 ( $\Delta R^2 = .036$ ) and 2 ( $\Delta R^2 = .018$ ) reach a significant level but not for step 3 ( $\Delta R^2 = .003$ ). Therefore,

the hypothesis that there is significant influence of coping strategies as a moderating variable on job satisfaction was not supported by the findings.

Table 3  
 Hierarchical regression analysis of the relations between sources of stress and coping behaviour job satisfaction for Malaysian fire fighters

Predictors	$\beta$	R	R <sup>2</sup>	T	$\Delta R^2$
Step 1					
SOOS	-.189	.189	.036	-4.4**	.036**
Step 2					
CS	-.206	.231	.050	3.1**	.018**
Step 3					
Interaction term					
SOOS x CS	-.333	.237	.051	-1.2	.003

\*p<.05; \*\*p<.01

SOOS-sources of stress; SOOS-overall sources of stress; CS-overall coping strategies

## DISCUSSION

The overall aim of this study was to examine the relationship of sources of stress, job satisfaction and psychological health among Malaysian fire fighters. First, the result was found to be consistent with Beaton and Murphy (1993), where the overall Source of Stress scale was found to have a significant negative correlation with job satisfaction.

The results indicated that “Job skill concerns” component was the top ranked for the sources of stress and the lowest component was “Discrimination”, the same as the norm data ranking for the US sample among Malaysian fire fighters.

The result also indicated that level of depression among Malaysian fire fighters was highest, whereas level of anxiety was slightly lower and level of stress was lowest. Compared to the scoring criteria (36-71=lower, 72-108=intermediate and 109-144=high), the overall psychological health of the Malaysian fire fighters was in the lower category range (range: 36-144), so this show that overall, the fire fighters have a good level of psychological health compared to norm data. The result also indicated that overall coping strategies has a significant influence on overall job satisfaction, which meant that there was a significant influence of coping strategies as a moderating variable on job satisfaction.

The results showed that ‘Cognitive positive self-talk’ had the highest mean score, and ‘Cognitive behavioural avoidance and numbing’ had the lowest mean score. This finding was different from the norm data where the top ranked of the CRRWI component for US sample was ‘Foster positives attitudes’. The lowest component of both the Malaysian and US sample were similar (Cognitive behavioural avoidance and numbing). However, the results indicated that the Malaysian fire fighters generally used more coping strategies compared to US fire fighters.

Furthermore, the results corroborated a previous study (Lou Lu, 1999), which suggested that coping strategies was one of the potential moderating variables between sources of stress and job satisfaction. The study of how the fire fighters coped with their

stress at work was very important since Lusa et al. (2002) reported that the opportunities to study how fire fighters coped their stressful situation were rare.

## CONCLUSION

Despite the limitations mentioned, this study has potential implications for fire fighters' stress management programmes. It is suggested that Malaysian fire fighters can identify the best strategies to cope with their stress. Perhaps the model of job satisfaction and psychological health will give some guidelines such as which ways are the most frequently used by Malaysian fire fighters to manage stress at work, and try to identify which ways are suitable for them. For example one way to classify interventions intended to help people deal with emergency situation is to consider the level of control available to the fire fighters at that time. Moreover, the strategies for dealing with either stressors or strain outcomes ultimately require individual awareness, commitment, knowledge, skill and participation in emergency situations. In other words, the utility of stress knowledge and related skills ultimately rest in the hands of the fire fighters who are stressed and in their ability to apply their knowledge in order to cope with certain situation.

Finally, there are several limitations to this study. First, the data were self-reported responses and were based on fire fighters sample only. Therefore, it is not possible to extrapolate these findings to other occupational groups, including other emergency services. Second, this study did not deal with long-term outcomes since the respondents were asked to indicate whether they had experienced a particular type of occupational stressor within their past 10 work shifts only. Third, there is also a disadvantage in using a questionnaire design, namely that one cannot get all the data or information required, as it is very specific and focused. Goddard and Villanova (1996) have stated that, a limitation of questionnaires is that the items are preset and respondents cannot fully express their opinions. However, after some consideration, the study still used a questionnaire design because of time constraint and it was difficult to collect a great deal of specific information from a large number of fire fighters in a very short period and given these constraints a questionnaire seemed the best option.

In conclusion, fire fighters' job satisfaction must be high for them to stay in this occupation. Thus, job satisfaction plays an important role for fire fighters in increasing their job performance. When a fire fighter has the best strategies to cope with stress, this will perhaps improve job satisfaction and psychological health. However, it depends on the individual because people are different as Lusa et al. (2002) reported that the work of fire fighters is largely based on the co-operation between them and can be problematic with individuals having different kinds of background such as education and culture.

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## **WORRY ABOUT SEXUAL OUTCOME AND RISKY SEXUAL BEHAVIOR IN HETEROSEXUAL COLLEGE STUDENTS**

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### **Abstract**

The aim of this study is to measure the role of feeling worry about sexual outcome to risky sexual behavior in heterosexual college students. Around 87 participants (69 males and 18 females) from college students involve in this research. This research uses path analysis to analyze the data. Result shows several issues such as (1) feeling of worry to be infected by HIV/AIDS influences participants in engage in how much sexual intercourse in last 6 months, (2) feeling of worry to be infected by sexual diseases influences participants' early onset sexual behavior and number of sexual partners in the last 6 months, and (3) feeling of worry to be pregnant or partner's pregnancy influences participants' early onset sexual behavior, number of sexual intercourse and whom they have sexual intercourse in the last 6 months. This findings implies something interesting that college students have a tendency not to engage in risky sexual behavior mostly because the feeling of worry to be pregnant or have partner pregnancy instead of being infected by sexual diseases nor HIV/AIDS.

***Keywords:** Worry about sexual outcome, Risky sexual behavior, Heterosexual, College students*

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### **INTRODUCTION**

Risky sexual behavior is considered as one of the causes of HIV/AIDS epidemic. People having heterosexual orientation are one of the most potential groups in spreading HIV/AIDS through their sexual behaviors. Also, college students are marked as a group who intensively engage in risky sexual behavior (Lehrer, Shrier, Gortmaker, & Bubka, 2006). This happens as not only that college students are at the age of sexually active but also because they are at the risky age as they tend to have conflicts with parents and start to engage in certain sexual habits, such as accessing pornography, having sex, and having more sexual partners than when they were still students (Barnes, Hoffman, Welte, Farrel, & Dintcheff, 2007; Lam & Chan, 2007).

Homosexual is often accused as a group who are likely to spread HIV/AIDS. As a result, heterosexual tend to feel safe of getting infected with HIV/AIDS. It is essential for anyone to be worried that they can be potentially infected with HIV/AIDS. Serovich and Greene (1997) stated that when someone is worried of having possibility to be infected with HIV/AIDS hence s/he will be more cautious in engaging in risky sexual behavior. It is indicated by fast growing awareness of using condom and having less sexual partners (Serovich & Greene, 1997). This worry will lead to having safe sex and decrease any potentials engaging in risky sexual behavior (Richard, van der Pligt, & de Vries, 1995).

Based on the above elaboration, it was set that the aim of this study is to measure the influence of worry on consequences of sexual behavior towards risky sexual behavior among college students.

### METHODS

Participants in this study were 87 college students, 69 were male and 18 were female. The youngest was 19 years old and the oldest was 24 years old with mean of 21.28 years old (*SD* = 1.09). At the time, most participants stated that they were in steady relationship (*n* = 54; 62.06%), and the rest were single (*n* = 33; 37.93%).

Worry regarding sexual behavior emphasizes on consequences of sexual behavior. This variable was measured by using worry about sexual outcome scale, developed by Sales, Milhausen, Spitalnick, and DiClemente (2011). The scale focuses on three worries, namely (1) worry of getting infected with HIV/AIDS, (2) worry of getting infected with sexually transmitted disease, and (3) worry of getting pregnant. The scale consists of 10 items and has reliability score of 0.923.

In this study, risky sexual behavior is indicated by questionnaire about 4 factors, namely (1) age of having sex for the first time, (2) inconsistency of using condom, (3) the number of sexual partners within the last 6 months, and (4) the most intense sexual partner within the last 6 months. Inconsistency of using condom is known by comparing the number of having sex and the number of using condom when having sex within the last 6 months. If it is consistent then the score is 2, and if it is inconsistent then the score is 1. Meanwhile, intensity of having sex with certain sexual partner reveals tendency of engaging in sexual activity with stranger or with someone whose sexual health is unknown. The options are lover (score 1), friend (score 2), and prostitute (score 3).

### RESULTS

Results in this study, attained by using path analysis, seemed to indicate that after having modifications based on inputs of modification indices, the theoretically developed model has well goodness of fit Chi-Square score of 1.889 (*p* > .05).

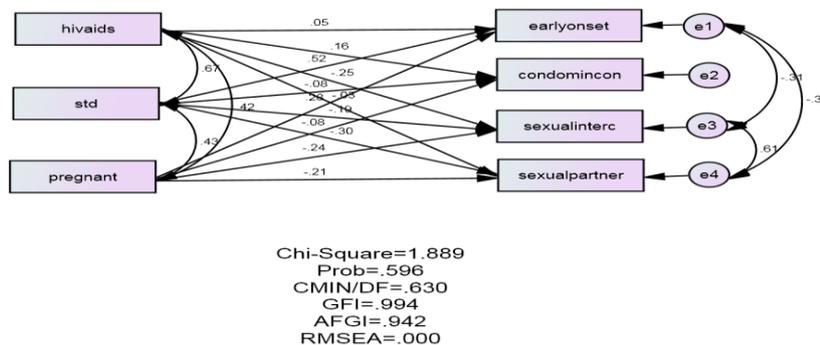


Figure 1. Model of Worry About Sexual Outcome and Risky Sexual Behavior

In Figure 1, it seems that worry of getting infected with HIV/AIDS has influence towards the number of sexual partners within the last 6 months with score of -0.247 (*p* < .05). Worry of infected with sexually transmitted disease influences the age of having sex for the first time with score of 0.523 (*p* < .00), and who the sexual partner is with

score of  $-0.296$  ( $p < .05$ ). Meanwhile, worry of getting pregnant influences three aspects, namely the age of having sex for the first time with score of  $0.278$  ( $p < .00$ ), the number of sexual partner within the last 6 months with score of  $-0.235$  ( $p < .05$ ), and who the sexual partner is with score of  $-0.212$  ( $p < .05$ ).

The model in this study is similar to the finding of de Araujo's, Teva's, and Bermudez's study (2014) which stated that participants having high worry are those who have less sexual partner and have less sex than participants having low worry. Tenkorang, Maticka-Tyndale, and Rajulton (2011) also stated that anyone who has potential of getting infected with HIV/AIDS and any other sexually transmitted diseases will likely avoid engaging in risky sexual behavior.

There is negative influence between the timing of first sex and the number of sexual partner and who the sexual partner is. It means that when someone has sex for the first time at earlier age, it is likely that s/he will have more sexual partners and also likely that s/he will have sex with strangers. This affirms the fact that having sex at early age triggers other forms of risky sexual behavior (Browne, Clubb, Wang, & Wagner, 2009; Cheng, 2006).

Majority of participants ( $n = 69$ ; 79.31%) were consistent in using condom when having sex, while the rest ( $n = 18$ ; 20.68%) were not. It was known by the number of using condom was the same as the number of having sex within the last 6 months. However, it can be stated that the average number of having sex within the last 6 months was 3.53 times ( $SD = 1.45$ ), less than mean of using condom when having sex ( $M = 3.15$ ;  $SD = 1.45$ ).

Exciting finding in this study is that most participants are consistent in using condom when having sex. It seems that the majority of participants realize the importance of condom in having safe sex although it is also discovered that the use of condom is aimed more at preventing pregnancy than avoiding getting infected with HIV/AIDS and other sexually transmitted diseases. This finding seems to indicate that most participants who use condom when having sex get positive influence from their sexual partner (Brown & Venable, 2007). Sexual partner has positive influence in the use of condom as many have positive perception about condom yet little intention of using it when having sex (Hill, Amick, & Sanders, 2012).

The average timing of first sex is 18.64 years old ( $SD = 1.39$ ). There is age difference based on gender ( $F(1,87) = 25.195$ ,  $p < .00$ ;  $r = 0.47$ ,  $p < .00$ ) in which male participants have earlier timing ( $M = 18.30$ ;  $SD = 1.31$ ) than female participants ( $M = 19.94$ ;  $SD = 0.87$ ). Significant difference is also found on the number of sex within the last 6 months based on gender ( $F(1,87) = 4.650$ ,  $p < .05$ ;  $r = 0.23$ ,  $p < .05$ ) in which male participants have more sex ( $M = 2.48$ ;  $SD = 1.77$ ) than female participants ( $M = 1.50$ ;  $SD = 1.46$ ).

The finding, that the average age of first sex is 18.64 years old, is not much different from the previous findings which even stated the age of 16 and 17 (Rahardjo, 2008; 2010; Rahardjo & Salve, 2014). That male participants have earlier timing of first sex than female participants is considered to be natural as male is sexually more active and permissive due to sexual drive and social construct (Askun & Ataca, 2007; Billy, Grady, & Sili, 2009).

The fact that male participants had more sex than female participants within the last 6 months can be stimulated by several reasons. First, male often considers sexuality as source of pride and social competence (Erickson, 1999). Second, male is considered to be more sexually hedonistic than female (Knox, Zusman, & McNelly, 2008).

Meanwhile, there is also a result that female participants tend to feel more worry on the consequences of sexual behavior than male participants. The average score of female participants is higher than male participants on the three aspects of worry, although only on the second aspect which is about worry of getting infected with sexually transmitted disease that there is significant difference ( $F(1,87) = 6.886, p < .01; r = 0.27, p < .01$ ). This is in line with several findings that stated female feel more worry regarding consequences of sexual behavior than male (de Araujo, Teva, & Bermudez, 2014; Tenkorang, Maticka-Tyndale, & Rajulton, 2011).

Another exciting result is that there is difference of worry regarding consequences of sexual behavior from the aspect of sexual partner, namely the one who is often becomes the sexual partner. Participants who are accustomed of having sex with their lover tend to feel more worry than those who are accustomed of having sex with friend. In detail, the worry of getting infected with HIV/AIDS is ( $F(1,87) = 9.382, p < .01; r = 0.31, p < .01$ ), worry of getting infected with other sexually transmitted diseases is ( $F(1,87) = 16.666, p < .00; r = 0.40, p < .00$ ), and worry of getting pregnant is ( $F(1,87) = 11.878, p < .01; r = 0.35, p < .01$ ).

This finding is contradictory with Gutierrez-Martinez's, Bermudez's, Teva's, and Buela-Casal's (2007) study which stated that having sex with strangers triggers more worry of getting infected with sexually transmitted disease than having sex with steady partner. This may happen due to possibility that participants who are accustomed of having sex with friend are considered to be ignorant to safe sex. The role of sexual tendency sensation is assumed to be more dominant in this case.

## CONCLUSION

Worry of consequences of sexual behavior has influence towards engaging in risky sexual behavior. However, worry of getting pregnant seems to be more significant in engaging in risky sexual behavior among college students. This provides understanding that they tend to avoid risky sexual behavior not because of afraid of infected with HIV/AIDS or other sexually transmitted diseases but because of unwanted pregnancy.

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## **ASSESSMENT OF THE STUDENT'S ABILITY IN MANAGING EARLY CHILDHOOD LEARNING IN THE PROGRAM FIELD EXPERIENCE**

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### **Abstract**

Professional capability of Early Childhood Teacher Education (early childhood) is achieved through applied contextual of academic competence in authentic situations in early childhood units commonly referred to Practice Field Experience (PPL), where one of the tasks performed by the teacher is managing the early childhood learning. To measure the ability of a prospective teacher professional Early Childhood Education (early childhood) in managing the learning will require assessment. This assessment determines the success of professional competence of a prospective teacher. Therefore, the required quality assessment tools, comprehensive and objective look at a person's success as well as feedback to the student or prospective teachers. PPL assessment is not only limited to assessing the ability to manage learning (teaching) students in authentic contexts, but also assess the ability of other aspects related to professional competence of a prospective teacher.

**Keywords:** *Assessment, learning, early childhood, PPL*

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### **INTRODUCTION**

Education is an essential thing in life and human life because it exists and is developing educational process with the development of human life. "Life is education and education is life" is an idea that people can not separate the life experience of the influence of education and vice versa (Ruper C.L, 1974: 23). Therefore, in the national education system in Indonesia formulated educational goals is to educate the nation and develop the Indonesian people fully as the embodiment of that education plays a role in the development of human life (Education Law, 2003).

The purpose of the national education be authorized to prepare a quality human being. To create a quality Indonesian people, the education system must strive to control equal education opportunities in harmony, balance, and long lifetime. This indicates that education should be done at an early age in this case is commonly known by the term through Early Childhood Education (PAUD).

The Importance of Early Childhood Education has been widely studied experts. One of them Lindsey in Arce (2000: 7) states that the development of brain and critical developmental period significantly occur in early childhood years and these developments are determined by the environment and upbringing. Environment in this sense according to Shore in Arce (2000: 8) before the child is born, when a child's brain circuit formation occurs.

Based on research in the field of neurology conducted by Baylor College of Medicine proved that if children rarely acquire educational stimulation, the brain

development 20-30% smaller than the normal size of a child his age. The study also stated that 50% of the capacity of the human intellect has occurred when the child was 4 years old, 80% have occurred when he was 8 years old (Bulletin PAUD, 2002: 2).

This fact reinforces the belief that the education of children should begin as early as possible, not only at the age of 9 years of primary education which, after most of the possible development of children's potential began to decrease. This means that if the new education done at the age of 7 years or elementary school environmental stimulation on brain function which has grown 80% is late in its development.

PAUD is part of science education as well as multi and interdisciplinary specifically studied children aged 0-8 years of education (Suyanto, 2005: 26). PAUD aims to develop the full potential of the child (the whole child) that can later serve as complete human beings fit the philosophy of the nation.

Based on the results of the study of early childhood Directorate of the Ministry of National Education (Depdiknas) about the causes of poor early childhood education services among other things: (1) awareness of parents, families, and communities on the importance of early childhood services is low, (2) the limited number of educators are competent, (3) early childhood services have not fully coordinated and integrated with aspects of health, nutrition, parenting and care well (Depdiknas, 2007: 2-3). In addition, PAUD has been criticized as an institution that tends to impose a situation where a child should learn as early as possible regardless of the child's development (Fuad Hasan, 1998: 1).

From some of the causes above, educator (teacher/tutor) is one of the components that determine the success of early childhood achievement. This is because the task of teachers as professionals is to educate, manage learning, guiding, directing, training, assessing and evaluating the child in all lanes, including early childhood education (UU Guru & Dosen, 2005). This makes the task of the teacher has a strategic position and determine.

In performing these duties, the teachers are required to understand the characteristics of the child and master the basic concepts of the field of science and understand how an introduction to the basic concepts of science with the development of the child (Suyanto, 2005: 2).

To measure the ability of a teacher who has achieved in managing the learning would require competency assessment. This assessment determines the success of the teacher's professional competence. Therefore, the required quality assessment tools, comprehensive and objective to see someone's success as well as feedback or feed back to students.

Rating PPL is not only limited to assess the ability to manage learning (teaching) students in the authentic context but also to assess other aspects related to the ability of the teacher professional competence, then the following will discuss some related matters.

**Issues.** The problems discussed are assessment student teachers in early childhood learning management at PPL program include:

1. Managing early childhood learning
2. Competence to manage learning for early childhood
3. Principles of managing learning for early childhood
4. Performance Appraisal
5. Field Experience Program

## DISCUSSION

**Managing Early Childhood Learning.** Who is the most trusted man in America in managing the learning? A survey said that teachers are the most trusted by Americans than the (position) another example of police, doctors, entrepreneurs, governments and others (Carlos F. Diaz et.al, 2006: 4). Why managing learning (teaching)? What is meant by managing learning. Many views of the experts in interpreting "manage learning" or "teaching".

Tyson and Carroll in Shah (2008: 182) argues manage learning is "a way of working with the student, a process of interaction, the teacher does something to a student; the students do something in return". Tardif in Shah (2008: 182) simplifies the understanding of managing the learning is an act committed by a (teacher) with the purpose of assisting or facilitating another person (student) learning activities.

Gagne (1975: 149) defines teaching as a form of learning (instruction). According to the managing learning (teaching) determining a teacher teaching models and methods as well as the media used. Nasution (1984: 76) states that manage learning glance is an attempt to create conditions such that the interaction between the students and the environment, including teachers, learning tools, and so forth in order to achieve specified goals.

Woolfolk (1993: 4-7), to manage learning a profession where someone used it as the responsibility of an experience of "experts". According to managing learning is an art that requires vision, intuition, talent, commitment and creativity which is in fact owned when managing the learning. Managing learning is also a science, because it requires the knowledge and skills that can be learned. According to Vargas, to manage learning is changing behavior, which helps the child to learn, or learn faster, or learn more efficiently than their own learning. In the old concept, teaching is a process of give or deliver the necessary knowledge and skills to students. The concept is now teaching or managing the learning is to provide an understanding and guiding children either individually or in groups, it also means teaching or learning is facilitated child manages to gain experience and to grow continuously into adults (Vargas: 1977: 6-10).

From the various definitions of learning to manage the above, it can be concluded that manage learning is an activity of the systemic interaction between teachers and students and is integrated in a number of the knowledge and skills to assist or facilitate, facilitating learners (students) learning activities.

**Competence to Managing Early Childhood Learning.** In the above discussion it is stated that managing the learning is integrated activities between knowledge and teaching skills. According Albrecht in Jamaris (2005: 182) that early childhood teachers in performing tasks requiring the ability to manage the learning of knowledge and skills to manage a wide variety of changes and synergy that occurs in the early childhood classroom because the child is continuously evolving and changing in the learning process.

Matto (1995: 42) outlines in detail the basics of competencies and skills that must be mastered in managing learning, namely: a) Establish goals; b) Organizing the core subjects; c) Open the lesson; d) Develop teaching; e) Skills asks; f) Manage the response; g) Give an example; h) Using the tool or the media; i) Varying the stimulus; j) Provide duty; k) Evaluate and mendidiagnostik.

According to Usman (2006: 74) there are 8 (eight) skills in managing learning instrumental and determining the quality of learning, namely: a) the opening and closing skills lessons; b) Skills explained; c) Skills asks; d) Skills held variations; e) Skills provide reinforcement; f) classroom management skills; g) Skills guided small group discussions; and h) Skills taught small groups and individuals.

In line with the above, Little, Hoopers and Garner (1994: 45) describes the teacher's competence in managing the learning process, namely: a) Plan and manage time; b). Know and understand the purpose; c) Ability to serve slow and talented children; d) Stimulate feedback between the child; e) Assess the learning outcomes of children both daily and even from time to time; f) Managing the teaching and learning process; g) Creating an environment of direct experience as a learning resource; h) Using questioning techniques that direct the child in active learning approach.

Related to early childhood, Barbara and Fiel (1994: 14) states that there is some competence in managing learning early childhood teacher should possess the following: a) Identify the needs of the child; b) Designing programs to meet the learning needs of the child; c) Implement a program to meet the learning needs of the child; d) Assess the child's learning process; e) Record and report the results of a child's learning; f) Evaluate the program; g) Set the learning resources; h) Participation in school life; i) Completing school work; j) Know the professional aspects of teachers.

Of various competence and skills in managing learning or above, it can be summarized that competence in managing early childhood learning includes the ability to manage learning in general and special competence in managing learning-related early childhood learning through play ie. The ability to manage learning in general still based on the development and interests of early childhood.

**Principle of Managing Early Childhood Learning.** In addition to professional skills above, in managing early childhood learning apply teaching principles that must be observed by a teacher. Jamaris (2005: 151) termed the principle of teaching young children the principle of integrated learning for early childhood consisting of:

- a. Learning aims to help young children to actualize their potential in a wide range of capabilities such as various forms of physical ability, intelligence, social, emotional, language and communication.
- b. Learning should pay attention to the growth and development of children, as well as changes in interest and early childhood development toward better.
- c. Learn while playing should pay attention to the criteria for a child's play based on the intrinsic motivation to play, play to be a fun and enjoyable kids, playing according to the function of the growth and development of children.
- d. Learning should be designed in a learning plan quarterly, weekly and daily.
- e. Learning should be in accordance with the nature of the active child, initiative and creative.

Based on the way children think, Suyanto (2005:8), outlines the principles of early childhood learning, namely:

- a. Concrete and can be seen directly
- b. Character recognition
- c. Balance between physical activity and mental
- d. Be careful with the question "why"
- e. Appropriate level of child development
- f. As per the needs of the individual

- g. Develop intelligence
- h. Appropriate children's learning styles
- i. Contextual and multi contexts
- j. Integrated
- k. Using the essence of play
- l. Multicultural.

**Performance Assessment.** Assessing the ability to manage the implementation of the PPL learning in educational evaluation including assessment of performance (performance assessment). Assessment of performance according Nitko (2001: 240) is presenting a task to the students and then make a clear evaluation criteria to assess how well the students achieve the target set by the application of learning.

Trespeces in Hari Setiadi (2006: 1) describes the performance assessment is a wide range of tasks and situations in which the test participants were asked to demonstrate an understanding and application of in-depth knowledge and skills in a variety of contexts. Furthermore Setiadi defines performance assessment as an assessment test that asks participants to demonstrate and apply knowledge and skills in a variety of contexts according to the desired criteria.

Cohen and Swerdlik (1999: 374) defines performance assessment as an assessment task performance according to criteria developed by experts of the domain of study specified in the task.

Performance appraisals are conducted through observation that the role of the assessor (observer) is very important, because it has advantages such as the rating scale compared with other valuation techniques in terms of assessment through observation. In addition to facilitate the assessor to provide scores on predefined criteria, it also has advantages such as: a). Helping the student to understand the target and the most important focus of what they show; b). It could be a feed-back to the student or students to see the weaknesses and strengths of himself; c). Students not only know the standard of assessment but also trying to apply it; d). Help lecturers or teachers to see the development of students abilities (Nitco, 2001: 282).

From some of the above, the performance assessment of teaching practice/manage student learning in the PPL was assessed according to the assessment of performance. Therefore, assessment of teaching practice in question is an assessment of the task (performance) of the ability to manage student learning in early childhood with the actual PPL activities in accordance with the criteria established teaching.

Popham (1995: 147) establishes seven criteria that must be considered in the assessment of good performance are:

1. Generability, the test taker's performance in a given task can already be generalized so as to compare with other tasks.
2. Authentically, the tasks assigned are similar to what is commonly encountered in the practice of everyday life.
3. Multiple foci, the task given to the test participants had more than one's ability to measure the desired
4. Teachability, a given task is a task that is getting better because of the efforts of teachers in managing learning in the classroom, meaning that there is relevance between the tasks given to what the teacher taught.
5. fairness, a task which has been given a fair test for all participants, no gender bias, race, and religion.

6. Feasibility, given task is realistic given the cost, place, time, and equipment.
7. Scorability, a given task can be scored accurate and reliable.

### **Field Experience Program (PPL)**

**Definition Field Experience Program.** Field Experience Program (PPL) is one component of curricular activities that require integration between theory and practice mastery. These activities should receive serious attention in an integrated, focused and guided from the various elements involved. PPL is the estuary of the control components of the curriculum that includes educational programs; Personality Development Course (MPK), core subjects and Skills (MKK), Behavior Course Work (MPB), Work Skills Course (MKB) and social berkehidupan Course (MBB). By doing PPL student is prepared to have the necessary competence in preparation to become a teacher, by applying an integrated whole learning experience gained during the lectures.

Field Experience Program is an intra-curricular academic activities that are to be taken by all students that includes exercises to manage learning and other educational tasks as a condition of the formation of professionals in the field of education and learning (PPL team FIP-UMJ, 2011:2).

#### **The purpose of Field Experience Program:**

- a. Prepare and train students to have factual experience of the learning process to the actual situation
- b. Developing yourself as a student teacher professional personnel, so have values, attitudes, knowledge and skills required in the profession
- c. Applying various teacher professional ability as a whole and integrated in real situations
- d. Mastering the basic skills of teaching

**Stages of Field Experience Program.** Field Experience Program is divided into two stages. The first phase (PPL-I) activity in the form of Micro Teaching / Peer Teaching, and the second stage (PPL-II) in the form of Real Teaching activities.

#### **Principles of Field Experience Program Implementation**

- a. PPL implemented over a shared responsibility between faculty / study programs and school training ground
- b. Students must PPL intensively and systematically guided by the teacher tutors, lecturers and other parties authorized and has met the requirements for the task
- c. PPL students not to fill the shortage of teachers or given other tasks unrelated to the purpose of the implementation of the PPL (PPL team FIP-ISTA 2011: 3).

## **CONCLUSIONS**

Implementation of the Law of the Republic of Indonesia Number 14 of 2005 on Teacher and Lecturer, in which one of the provisions states that early childhood educators are required to have a minimum education qualification and competence as an educator. Educator competencies can be obtained through the Field Experience Program

(PPL). Field Experience Program (PPL) is an organization of early childhood student teachers introduction to the world of management learning (teaching) is real. Therefore, we should make the PPL as the mandate of the legislation as a place of authentic student to develop his professional abilities based on academic ability has been gained.

Rating PPL is not only limited to assess the ability to manage learning (teaching) students in the authentic context but also to assess the ability of other aspects related to professional competence of a prospective teacher.

To view a student's success in the PLL, an evaluation that can measure the academic skills and professional students as early childhood teachers, as in the PPL student will be assessed with a variety of dimensions of competence in accordance with the purposes and standards of competence to be achieved.

### RECOMMENDATIONS

1. We recommend that lecturers and teachers who act as assessors to the student's ability in managing early childhood learning in the field experience program examine and criticize the assessment instruments used. The instruments are not feasible or instruments that have low validity and reliability can result in incorrect assessment of the actual student ability.
2. Should lecturers and teachers continue to train and improve their skills in assessment and observation (observation). The results of the assessment using observation was determined by the ability of himself from an appraiser (observer). Assessment as well as any instrument made, if observan not have the ability to assess and observe the results obtained would not be good.

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## **BIG-FIVE PERSONALITY TRAITS AND ITS EFFECT ON EMOTIONAL INTELLIGENCE AMONG PUBLIC SCHOOL PERSONNEL IN MALAYSIA**

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### **Abstract**

The aim of the present study was to examine the effect and contribution of *Big Five* personality traits towards emotional intelligence among high performance public school personnel carrying their role as school leaders. Sample of the study was comprised of 306 (Male =132; Female =174) public school personnel as leaders in their respective environments, such as principal, senior administrative assistant, senior assistant student affairs (HEM), senior assistant curriculum, the heads of the four departments set by the Ministry of Education i.e. Heads of Humanities and Religion, Science and Math, English, and Engineering & vocational as well as members of general committee from High Performance Schools (SBT) in Malaysia. Emotional Competence Inventory (ECI) and The Revised NEO Personality Inventory were used to measure EI and personality traits accordingly. Regression analysis showed that personality traits was becomes a significant predictors and contributing significantly in order explain emotional intelligence i.e. Conscientiousness ( $R^2 = .305$ ,  $F= 133.528$ ,  $P<0.05$ ), Extraversion ( $R^2 = .357$ ,  $F= 84.295$ ,  $P<0.05$ ), Agreeableness ( $R^2 = .414$ ,  $F= 71.151$ ,  $P<0.05$ ), and Openness to experiences ( $R^2 = .428$ ,  $F= 56.196$ ,  $P<0.05$ ). The finding revealed that all four personality traits emerged as significant predictors of emotional intelligence. The finding also revealed that Conscientiousness emerged as best predictor of emotional intelligence. However, different traits play differential roles in predicting the emotional intelligence. Keeping in view the implications of personality traits towards EI among school personnel as leaders, finding of the present research can help to improve overall organizational behaviour and productivity resulting in optimum service delivery to the stakeholders within educational system in Malaysia.

**Keywords:** *Emotional intelligence, Personality traits, school leaders*

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### **INTRODUCTION**

Nowadays, most of organizations including schools are facing the challenges to manage with the speedily changing environment. Many organizations included educational institutions are influenced by instability associated with globalization, rapid development, constant innovation and rapid changes in stakeholder's expectations. Earlier researchers have shown significant changes in human behaviour in response to the changes happening in their surroundings (Piderit, 2000). Most of these changes relate to the personality traits and characteristics as well as emotional intelligence (EI). There is empirical evidence that personality traits and EI have been essential keys to achieve organizational goals and to succeed in changing environment (Beer & Nohria, 2000). An appropriate understanding of the pattern of relationship between personality

traits and emotional intelligence among school personnel is important to ensure the effectiveness of their services that they can provide to the students as well as the overall educational system. When intended to enhance quality of education, work performance in the institutions and intellectual discourse, the emphasis is on the importance of EI and personality traits among school teachers playing their role as leaders in their respective organizational set up.

Emotional Intelligence is the capacity for recognizing our own feelings and those of others, for motivating ourselves and for managing emotions effectively in ourselves and in others. An emotional competence is a learned capability based on emotional intelligence that contributes to effective performance at work (Goleman, 1998). The EI construct has lately been defined as the ability to think intelligently about emotions and to use them to enhance intelligent thinking. According to Goleman (2000) emotional intelligence is a crucial determinant of job and career success. EI may even be more important than general mental ability for determining personality traits. According to Mayer, Salovey, and Caruso (2000) EI makes an individual proficient to identify his own emotions as well as others'. Using and understanding those emotions, and having the ability to manage those emotions are also required to develop a strong personality. In the case of managing emotions well, one must understand and be aware of the individual differences. Individual differences can be seen in the characteristics and behaviors that are owned by a person and that can be described as personality (Maccoby, 2009).

Accordingly, the personality characteristics owned by the school personnel as a leader can affect his or her organizational behaviour in the educational setting. The personality traits of leader often become the center of attention due to its relationship with emotional stability while playing their role as a leader within an organization. Recent studies also demonstrate that personality traits are closely related to the achievement within an organization, especially with work performance, career development, leadership effectiveness, as well as evaluation and management of training (Barrick et.al, 2001, Judge et al., 1999). Even though existing researches provided empirical evidence that individuals with high level of EI experience more career success, build stronger personal relationships and enjoy better health than those having low level of EI (Rahayu Imrani, 2004), there is limited research evidence available on this topic in relation to high performance public school personnel in Malaysia, so current study was a modest attempt in understanding the effect of EI and its contribution towards personality traits among school teachers playing their role as leaders.

Emotional intelligence and personality traits are two important constructs of psychology and there is substantial evidence that how these two constructs are related to each other. The role of these constructs on organizational behaviour of the leaders within an organization is of utmost importance. Looking at the current scenario in Malaysia, frequent changes in educational institution happens either in the pattern of administration or in the implementation of the educational system. In fact, changes in the implementation and administration of the education system which is aimed to improve school performance are often associated with personality traits of quality teachers in the school organization. In relation to these changes, leadership within an organization needs to be proactive, adaptive, dynamic, thus can adapt effectively with the crisis of change while making efforts to further improve the performance of an organization (Weinberger, 2004). Therefore the main objective of the present study was

to explore the effect of emotional intelligence and its contribution towards *Big-Five* personality traits among school personnel as leaders in high performance public schools in Malaysia.

**Statement of problems.** Every year educational institutions in Malaysia has to experience changes in the pattern of administration and implementation of the educational system (Yahaya, 2009). This shows the importance of the need for changes in education to as it is central for development and civilization of a country. Such a change should ensure a better quality in the job performance. In fact, changes in the implementation of the educational system seek to improve school performance, often associated with the personality traits of quality teachers in the school organization. This is because the process of change requires emotional intelligence such as to be more proactive, adaptive and dynamic to make any changes for improvements within an organization.

Leaders should try to survive and remain competitive as they reorganize, implement and restructure a new approach. In other words, they constantly try to change in order to fulfil the recognition needs to be sustainable in the competitive environment to continuously improve in the face of changing conditions and to enhance education system in Malaysia. These ongoing and seemingly endless efforts can put a lot of strain not only on school organization but also an individual. According to Beer and Nohria (2000), 70 per cent of change process fail are due to the lack of strategy and vision, lack of communication and trust, problem in management (leaders), resistance to change, etc, which affects the individual work performance. Personality and emotional intelligence aspects are the key factor for school organizations to compete and sustain themselves personality and emotional aspect towards performances. Although in principle, the leaders already have long expertise in their respective fields and have long working experience time, but the fact that they still find it difficult to adjust to the demands of the changing pattern and challenge new work that results in an increase rebranding changes of educational institutions in Malaysia, thus it can interfere and affect their performance.

There are also some school leaders who are still struggling, and sometimes failing to adapt to the norms and culture of this fast-moving trends. Previous studies by Lucas and Murray (2002) have shown that even a member of the academic staff having an expertise in a particular field, it still does not guarantee them to perform work in effective, efficient and successful way. Thus, inefficient work processes creating barriers for quick and fast adaptation to the changes is not something to be taken lightly as it can affect the behaviour of a leader's personality as well as emotional intelligence.

## METHODS

The present research used exploratory design to determine the effects of emotional intelligence on Big five personality traits among school personnel as leaders in high performance public schools in Malaysia. Standardized self report questionnaires were used to collect data.

**Sample.** Sample of the study was comprised of 306 (Male =132; Female =174) public school teachers as school leaders in their respective environments, such as principal, senior administrative assistant, senior assistant student affairs (HEM), senior

assistant curriculum, the heads of the four departments set by the Ministry of Education i.e. Heads of Humanities and Religion, Science and Math, English, and Engineering & vocational as well as members of general committee from High Performance Schools (HPS) in Malaysia.

**Location.** The present research was conducted in 15 public schools in Malaysia. Location of the present research was selected based on the predetermined criteria related to geographical location and status such as all the schools selected were based on five selected areas entitled as High performance schools.

**Instruments.** The instrument of the present research consists of standardized self-report questionnaires. Part A of the questionnaire has--items related to the demographic information of the participants including age, gender, working experience and educational background.

Part B was consists of forty eight (48) item of The Revised NEO Personality Inventory (NEO-PI-R), arranged into four (4) subscales i.e. conscientiousness (12 items), extraversion (12 items), agreeableness (12 items) and openness to experience (12 items). The Revised NEO Personality Inventory (NEO-PI-R) is a standardized measure of personality traits developed by Costa dan McCrae (1992). According to Costa dan McCrae (1992), NEO-PI-R has overall Cronbach's Alpha reliability of 0.869. As for the subscales of NEO-PI-R reliability measure , they found that conscientiousness has Cronbach's Alpha value of 0.855, extraversion Cronbach's Alpha 0.742, agreeableness has Cronbach's Alpha value of 0.731, while for openness to experience Cronbach's Alpha value was found to be 0.742.

Part C of the questionnaire was consists of Emotional Competence Inventory (ECI). The ECI is a 360-degree tool designed to assess the emotional competencies of individuals and organizations. It is based on emotional competencies identified by Goleman in Working with Emotional Intelligence (1998), and on competencies from Hay/McBer's Generic Competency Dictionary (1996) as well as Richard Boyatzis's Self-Assessment Questionnaire (Wolff, 2005). The scale consists of sixty three (63) items arranged into four (4) subscales i.e. Self-Awareness (9 items), Self-Management (18 items), Social Awareness (9 items) and Relationship Management (24 items). Overall Cronbach's Alpha reliability value for ECI was found to be 0.970. As for the subscales, it was found that Self-Awareness subscale has Cronbach's Alpha reliability value of 0.819, Self-Management has Cronbach's Alpha reliability value of 0.881, Social Awareness has Cronbach's Alpha reliability value of 0.846, and Relationship Management has Cronbach's Alpha reliability value of 0.940.

The standardized instruments used in the present research were translated to Malay language using Back to Back translation method by two bilingual translators who were Malay native speakers working independently of each other. The two Malay versions were revised by researchers and reconciled into one Malay version. This was then back-translated into English by a native English speaker who has a good command of the Malay language. Following this, further discussions and modifications were carried out by the researchers based on the forward and back versions before generating the final Malay instruments. It was found that after translation the questionnaire was comprehensive enough for the participants to respond.

**Procedure.** All the school in the selected areas were taken into consideration selecting the location of the present research. Potential participating schools were identified based on certain inclusion exclusion criteria. After identifying the location for the research relevant authorities were contacted to seek the approval for conducting

research. After seeking the approval from the relevant authorities to conduct the present research, the school heads were approached to discuss the suitable day and time for data collection. The participants were given briefing about the objectives of the research and inform consent was sought before distributing the questionnaires. The self-report questionnaires were distributed to the respondents in their respective location and were given time period of three (3) days to fill up. After three days questionnaires were collected back from the schools. All the necessary ethics related to data collection, confidentiality and data reporting were taken to ensure that quality of research.

**Data Analysis.** The data collected was analysed by using SPSS version 20.0. Descriptive statistics was used to analyse the demographic information of the participant. While inferential statistics such as Regression was used to determine the effects of Big Five personality traits on EI.

## RESULTS

The descriptive statistics are presented to provide background information on the scales used and respondents. The analysis of the scales was done based on all respondents.

Table 1  
 Demography of respondent (N=306)

Aspect of Demography	Frequency	Percent (%)
<b>Gender</b>		
Male	132	43.1
Female	174	56.9
<b>Age</b>		
26 - 30 years	21	9.5
31 - 40 years	76	14.7
41 - 50 years	107	41.8
51 - 60 years	102	34
<b>Level of education</b>		
STPM	3	1.0
Diploma	4	1.3
Degree	255	83.3
Master	43	14.1
Phd	1	0.3
<b>Duration of service</b>		
Less than 5 years	21	6.9
5 - 10 years	76	24.8
11 - 20 years	107	35
More than 20 years	102	33.3

According to Table 1, the total number of respondents is 306 where the number of male respondents is, 132 and the female respondent is 174. Overall, there are slightly more female respondents (in terms of percentage) which indicated 13.8% difference. The data also show that the largest group of respondents from the age group of 41 to 50 years old makes up 41.8 percent of the total respondents. The second largest age group comes from the age group of 31 to 40 years old amounts to 34 percent from the group. The next age group of 51 to 60 years old has a percentage amount of 14.7 percent. Lastly, the lowest number of respondents in the current study respondents comes from the age group of 26 to 30 years old totalled 9.5 percent of the research respondents.

Table 1 shows the number of respondents grouped according to their level of education. The table also shows the number of respondent group accordingly in percentage. The number of respondents with the level of education of STPM amounts to 1.00 percent of the total study respondents. The respondents with the level of Diploma formed 1.3 percent of the study. The next category of Degree registered a percentage of 83.3. The following respondents with the level of Post- Degree make up a percentage of 14.1. Finally the percent of respondents with the level of PhD is 0.3. At the Table 2 shows, the largest group of respondents in this study belonged to the education category of Degree, followed by the category of Master. The third largest category belongs to respondents from the Diploma category.

With regard to length of service, 35% of respondents had more than ten years of working experience and it was the highest percentage, followed by 33.3% of respondents with working experience for more than 20 years. Meanwhile, 24% of respondents had working experience of the 5 to 10 years. Only 6.9% of respondents have a term of less than five years. Overall, respondents' teaching experience as leading educators in high performance schools was found to be scattered. From this data, it could be assumed that most of those who teach in high performance schools (HPS) had more than 10 years of working experience since the HPS program is introduced in Malaysia and their tenure track showed that most of them were willing to deal with the complex changes in the working environment.

**Hierarchal Regression Analysis.** Table 2 shows the results of multiple regression analysis using each and every sub scale in personality trait assumed as the significant predictors of emotional intelligence. Results given in Table 2 show that personality trait contributed significantly and positively towards emotional intelligence. It was found that Conscientiousness subscale of personality traits contributed 30.5% variance ( $F= 133.528$ ,  $P<0.05$ ), however when combine with Extraversion subscale of personality traits, it contributed 35.7% variance ( $F= 84.295$ ,  $P<0.05$ ). As for Agreeableness subscale of personality traits combine with Conscientiousness and Extraversion contributed 41.1% variance ( $F= 71.151$ ,  $P<=0.05$ ). While Openness to experiences subscale of personality traits when combine with Conscientiousness, Extraversion, and Agreeableness subscales contributed 42.8% variance ( $F= 56.196$ ,  $P<0.05$ ) towards emotional intelligence scale scores.

To further explain the finding it could be stated that when independent variables were entered in the regression model with the emotional intelligence as a criterion, Conscientiousness itself contributed 30.5% of the variance, however a significant increase 5.2% was obtained in the R square when it was entered along with Extraversion in the regression model accounting for 35.7% of the variance. Another significant increase of 5.7% was found in the R square when these variables were entered along with Agreeableness in the regression model accounting for 41.4% of the

variance. Lastly, a significant increase of 1.4% was found in R square when these variables were entered along with the Openness to experience in the regression model accounting for 42.8% of the variance.

Table 2  
 Result of Regression Analyses Predicting Personality Traits of Emotional Intelligence

<b>Trait Personality</b>	<b>B</b>	<b>t- value</b>	<b>P</b>	<b>F</b>	<b>R</b>	<b>Δ R<sup>2</sup></b>
Conscientiousness	0.394	6.939	.000	133.528	.551	.305
Extraversion	0.343	6.214	.000	84.295	.598	.357
Agreeableness	0.283	5.402	.000	71.151	.644	.414
Openness to experience	0.134	2.656	.000	56.196	.654	.428

## DISCUSSION

Given the significance of Conscientiousness, Extraversion, Agreeableness and Openness to experiences as important factors effecting emotional intelligence in earlier researches, this study also showed that traits of personality Conscientiousness, Openness to experience, Extraversion and Agreeableness influence emotional intelligence of employees especially in the school institution. Thus keeping in mind the contribution of personality traits towards emotional intelligence in today's fast moving world and changing educational system, the role of personality cannot be underestimated in determining one's emotional intelligence. The findings of the present study are consistent with the study of Ahmad Mohammed Mousa Mahasneh (2013) stated that personality trait significantly explains emotional intelligence. The overall significant effect of personality trait based on all four dimensions found in the present study point to the fact that individuals who possess higher levels of these trait dimensions will be better in their ability to monitor one's own and others' feelings and emotions as well as to discriminate among them and to use that information to guide one's own thoughts and action.

Analysis of multiple regressions revealed that dimension of Conscientiousness is a strong predictor of emotional intelligence. It is the most important trait of educator leaders that contribute the most in producing emotional intelligence. This was consistent with the study was done by Douglas & Frink (2004) indicated that person has a high level of emotional intelligence brings a positive effects on Conscientiousness trait personality. Finding from a study conducted by Skovholt & D'Rozario (2000) suggest that excellent teachers are those who display empathy toward other and have ability to interact socially with their environment. Moreover, school leaders with high emotional intelligence excel in their job because they are always open to new ideas, systematic, and welcome any feedback about any issue from others such as colleagues and students. This will open a communication pathway as well as preserve future changes that can influence and contribute in explaining emotional intelligence.

It was also supported by the size of the correlation indicated that the generally high level personality trait is related to high level of subject's emotional intelligence. People high in EI are more tough minded, more emotionally stable, and outward oriented. This indicates that emotional intelligence goes hand in hand and effects with other positive personality traits. Indeed, it was supported by other researchers such as McCrae (2000), Day & Carrol (2004), Zadel (2004), Shulman & Hemeenover (2006) and Athota, O'connor & Jackson (2009) reporting a strong relationship between personality trait and emotional intelligence.

The results also suggest the particular measure of EI (Goleman, 2001) used during present research reflects emotional intelligence as a trait, however, this is in contrast with findings by Caruso et al. (2002). According to Caruso *et al.* (2002) EI is found to be an independent construct of personality. It is possible that the independence is observed because Caruso *et al.* used an ability based measure of EI. On the other hand, in discriminant validity study of EI conducted by Schutte et al. (1998), found that EI measure did not correlate with the big five personality measures except for openness to experience. These findings are in contrast with the present research; the reason for this difference could be that the focus of validation study conducted by Schutte et al. (1998) was 23 college students whose average age was lower than the present study sample. The results obtained by Schutte et al. (1998) could have been obtained due to the narrow range of data. Therefore, we might still conclude that the connection between personality and emotional intelligence depends on the type of measure used.

The present study result supported the assumption that the five personality dimensions relate to emotional intelligence aspects at a moderate level. These findings are consistent with Weisnger (1998) reported that the competence of monitoring, self-emotion and well managed emotion of emotional intelligence are influenced by proper self-expressive behavior where the individual's personality could be specified by the conduct of that individual. Khalatbari, Hasani Rahmani Ghorbanshiroudi and Keikhayfarzaneh (2011), and Besharat (2010), Petrides, Vernon, Schermer, Lightar, Boomsma and Veselka (2010) found that there is a strong relationship between personality traits and emotional intelligence.

## CONCLUSION

This study investigated the effects of personality trait i.e. conscientiousness, extraversion, agreeableness and openness to experience, towards emotional intelligence. The research examined the variety of predictors from educator leaders' perspective. Overall, the result of this study shows that conscientiousness, openness to experience, extraversion, and agreeableness are useful constructs while predicting emotional intelligence. The findings revealed that openness to experiences emerged as the stronger significant predictors of emotional intelligence followed by agreeableness, extraversion and conscientiousness. Understanding precisely how personality traits and emotions relate may have several implications for human resources practitioner and leadership in school setting, particularly in the area of selection and leadership development. Specifically, aspects of personality and emotional intelligence identified as underlying attributes of effective leaders may provide an additional selection for identifying potentially quality educator leaders in school institution. Collectively, the results

provide support for the relevance of the five-factor model and emotional intelligence in leadership school research.

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## PSYCHOSOCIAL PREDICTOR OF EMPLOYEE READINESS TO CHANGE

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### Abstract

Topic on readiness to change: the willingness of employees to accept change initiative has been discussed in organizational and management study. This change is unavoidable because of the presence of new technologies, regulatory requirements and globalization, along with the need to keep up with economic growth (Bernerd, 2004; Eby, Adams, Russel & Gaby, 2000; Wanberg & Banas, 2000). This is the reason why many organizations nowadays are pursuing organizational change in order to survive in the rapidly changing environment (Cummings & Worley, 2005; Eby et.al, 2000; Oreg, 2006; Haque, 2008). This study investigates psychosocial predictors of employee readiness to change in International Islamic University Malaysia (IIUM) namely, appropriateness of change, management support, individual change efficacy, openness to experience and individual spirituality. 428 random sampling of IIUM consisting 214 academic staff and 214 non academic staff were participated in this study through the cross sectional design data collection. PLS structural equation modeling was used to test the hypotheses. Result indicated that appropriateness of change, management support, individual change efficacy, openness to experience; individual spirituality significantly predicts employee readiness to change. Significant relationship also found between psychosocial predictors with three type of employee readiness to change namely; affective readiness, cognitive readiness and behavior readiness. Individual change efficacy and management support significantly predict three types of employee readiness. Openness to experience significantly predicts affective and cognitive readiness, while individual spirituality significantly predicts behavior readiness. Findings in this study can be used to enhance employee readiness in IIUM as well as a general framework in preparing intervention for enhancing employee readiness to change in Islamic institution.

*Keywords: Organizational Change, Islamic Institution, Psychosocial Predictor*

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### INTRODUCTION

Organizational change is an important phenomenon experienced in most work settings, such as health care, military, manufacturing, banking as well as a higher learning institution (Raferty & Simon, 2006; Holt, 2002; Cornelious, 2007; Wittension, 2008; Yousef, 2000). Many organizations nowadays are pursuing organizational change in order to survive in the rapidly changing environment (Cummings & Worley, 2005; Eby et.al, 2000; Oreg, 2006; Haque, 2008).

Realizing the need for organizational change, a number of studies in this area have been undertaken, particularly from the perspectives of resistance to change (Oreg, 2006), acceptance and openness to change (Devos & Buelens, 2003), and readiness to change (Wittention, 2008). Among these perspectives, readiness to change receive greater attention in recent day as 70 % of organizations experience failure in implementing organizational change (Miller & Peter, 2006). Barrera (2008) argued that

the failure is due to lack of careful assessment of an organization's readiness to change which depends much on the employees' readiness to change (Madsen, 2003; Cuningham, Woodward, Shanno, MacIntos, Lendrum, Rosenbloom & Brown, 2002).

Employee readiness to change include employee positive feeling toward change initiative (affective readiness), employee positive thinking toward change initiative (cognitive readiness) and employee positive attitude and behavior support for change initiative (behavior readiness (Dunham, 1989). Enhancing employee affective, cognitive and behavior readiness to change will minimize the problem with resistance to change (Oreg, 2006). This practice is considered as the most effective intervention for successful organizational change (Cunningham et al, 2002; Haque, 2008).

There were many researches being conducted to study the variables related to employee readiness to change. Despite the numerous studies, most of them were conducted in the western setting. Very few studies conducted in non-western setting which organization culture is mainly based on the Islamic values (Yousef, 2000). In fact, the institution based on Islamic value, such as Islamic education institution, finance sector and social services are experiencing rapid growth and need to learn more about organizational changes to keep productive and competitive in the rapid change era. Analyzing employee readiness to change in this setting is very important for the institution to perform better in facing organizational change. Search in the references does not lead to literature which reports the study on employee readiness to change in Islamic institution including Islamic higher learning institution. Differences in culture, work setting, individual demographic, life experience as well as job type may lead to different predicting variables related to employees' readiness to change (Madsen, 2003).

The International Islamic University Malaysia (IIUM) can be considered as a good example for an institution which ethos is based on Islamic values. IIUM encourages spirituality aspect in the workplace, in which, specifically differentiates them with other institutions. Study on readiness to change in this setting is needed to be undertaken to help the institutions to cope with organizational change, as the findings of readiness to change in this institution might be different with findings in non-Islamic institution setting. The present study, therefore, will focus on employee readiness to change in IIUM by investigating the predictor of employee readiness in this setting. This effort hopefully can help IIUM to experience successful organizational change programme.

### **Statement of problem**

The focus of this study is to examine predictors of employee readiness to change. Although a number of studies have identified predictors of readiness to change, the findings do not show consistency on the variables that predict employee readiness to change. These facts trigger a question on what are psychosocial variables that really predict readiness to change, and is there any possibility that variables other than those have been identified may predict readiness to change? (Madsen, 2003). Based on this circumstance, the present study examine appropriateness of change, management support and change efficacy as predictors of employee readiness to change. These predictors are selected because of past study indicated that those variables serve as significant predictors of employee readiness to change (Holt, 2002; Armenakis & Bedeian, 1999; Clark, 2003; Szamosi & Duxbury, 2002; Bouchenoghee et al, 2008).

Past studies focus on macro level analysis of readiness to change such as organizational resources in supporting change (Chonko, Rangarajan, Jones & Robert, 2004; Haque, 2008; Deevos, 2002, Czajka & Begley, 2003; Cole, Harris & Bernerth, 2006). Few studies examine readiness to change at the micro level which is individual level (McDaniel, 1992; Oreg, 2006; Vakola, Nikolau & Tsauosis, 2004). Therefore this study comprehensively investigates psychosocial predictors of readiness to change at the individual level. The present study incorporating additional individual characteristic predictors namely openness to experience and individual spirituality. These two variables were selected because past study show that spirituality and openness to new experience are related with employee readiness to change, however few study empirically test this assumption.

All of these studies will be undertaken in Islamic higher learning institution. The reason for investigating the Islamic higher learning institution is because of current studies on readiness to change in high learning institutions tend to report the progress of change in such institution rather than analyze employees' readiness to change (Azahari, 2011; Deem, Mok, Lucas, 2008; Hena Mukherjee & Poh, n.d). Besides that, most of studies on the predictors of employee readiness to change were conducted in Western with non-Islamic setting. Different settings may have different predictors (Miller, 2004). In Islamic institution spirituality may become one of the important predictor of employee readiness to change (Yousef, 2000). The context of the present study is Islamic higher learning institution representing by International Islamic University Malaysia (IIUM), in which, all employees are encouraged to have high spirituality make it is very relevant to investigate the role of individual spirituality in predicting employee readiness to change in this setting. There is scarcity in the organizational change study investigating the role of spirituality in relation to employee readiness. Thus, whether or not spirituality as the predictor of employee readiness to change in IIUM need to be scientifically tested.

### **Research questions**

1. What is the relationship between psychosocial predictors of employee readiness to change with employee readiness to change? The former include: appropriateness of change, management support, change efficacy, individual spirituality and openness to experience. The latter is referred to employee readiness to change in IIUM.
2. What is the relationship between psychosocial predictors of employee readiness to change with three type of employee readiness to change? The former include: appropriateness of change, management support, change efficacy, individual spirituality and openness to experience. The latter is referred to affective readiness, behavior readiness and cognitive readiness to change among IIUM employees.

### **Research objective**

1. To examine the role of appropriateness of change, management support, individual change efficacy, spirituality and openness to experience as the predictors of employee readiness to change.
2. To investigate the relationship between appropriateness of change, management support, individual change efficacy, spirituality and openness to experience with affective, cognitive and behavior readiness to change.

### **Significant of the study**

This study is expected to have both theoretical and practical implications. From the theoretical standpoint, this study will add knowledge on the predictors of employees' readiness to change. The present study will add knowledge on the role of spirituality in enhancing employee readiness to change in Islamic society. Further, the present study will use a new approach by assessing three type element of employee readiness to change (cognitive, affective, behaviour). Previous studies did not categorize employees' readiness to change into different elements. The categorization of cognitive, affective and behaviour are used in attitude toward change study (Yousef, 2000) as well as resistance to change (Oreg, 2006).

Likewise, from the practical standpoint, the present study not only aims to support the significance of existing predictors of readiness to change but the purposeful selection of Islamic institution in Malaysia namely IIUM is also aimed to provide some support for organizational change in this setting. The results of this analysis are expected to provide recommendations to facilitate organizational change in selecting a specific approach to enhance readiness to change of different types of employees including those who have different demographic characteristics. Further, the findings of the current research may be used as a guideline to design effective intervention of employees' readiness to change based on prominent predictors identified in Islamic institution setting.

### **Literature Review**

Appropriateness of change and employee readiness to change, Holt (2002) found that appropriateness is a significant predictor of employees' readiness to change. Moreover, Clarks (2003) also found that appropriateness of change is related to employees' readiness to change. Bouchenoghee (2008) also found that understanding the need for change (appropriateness of change) and knowing the reason for change can enhance employee readiness to change. Similarly, Szamosi and Duxbury (2002) mention that appropriateness of change is important predictor of employees' readiness to change. In their study, appropriateness is represented by communicating the need for change and informing the employees about the content of change. Most similar arguments to all of these points is given by Walker, Armenakis and Bernert (2007). They believed that if the change is appropriate and necessary from the employee perspective it is easy to make the employee accept the change initiative. Holt, Armenakis, Field and Harris (2007), also emphasized that appropriateness of the change content play important role in enhancing employee readiness. This is because Holt et al (2007) argue that communicating the message about the need for change and taking consideration of the employee participation on deciding about the change initiative can enhance their support toward change initiative. Smith (2005) also supported the idea of creating a sense of need and urgency for change may enhance employee readiness to change.

**Management support with employee readiness to change.** Management support proved to be important in a study of 67 employees working in a United Sated government whom were about to undergo a change regarding computer systems in their department. Results indicate that employees' perceptions of how the organization values its members is associated with heightened levels of readiness for change which, in turn,

is predictive of change implementation success (Jones et al., 2005). In another study of a change toward compulsory competitive contracting, employees in an urban local housing authority in the Kingdom found improved management practice to lessen the stress associated with implementing new organizational operations (Iwi et al., 1998).

Weeks, Robert, Chonko and Jones (2004) stated that successful change is more likely to occur when the leader and top management support the organizational change. In addition, their support toward change initiatives enhanced their subordinate readiness to change. Devos and Buelens (2003) found that management support in term of trust in executive management as well as trust in the supervisor significantly related with employee openness to change. They argue that, the support from top management toward change initiative can enhance their belief about the successfulness of change implementation therefore the employees are more ready to face the change in the organization. In line with this, Travaglioni (2003) stated that trust in management can enhance employee readiness to change.

O'Neil (2007) investigates the predictor of readiness to change among the employees of government agency. He found that management support is significant predictor for employee readiness. According to this study management support can increase employee readiness by providing a clear guidance to the employees, helping sort with administrative issues, providing the effective leadership as well as communicating the failure of previous change initiative and ways to improve future change initiative. By doing that, employees will perceived the real support from the organization and more ready to change.

Oreg (2006) conducted study to investigate the personality and context predictors of employee resistance to change and their effect on job related attitude. The study found that management support is significant predictors for the employees affective, cognitive and behavior resistance to change. He stated that, organizational leadership was strongly related with increased report of anxiety and frustration with respect to change. In addition, management ability to make informed decision about promoting change enhanced their employee readiness.

M.Zabid Abd Rasyid, Murali Sambasivan and Azmawani Abd Rahman (2004), conducted study on the context variable that can predict employee affective, cognitive and behavior readiness to change. This study was done in Malaysian context. The result of this study indicated that the change culture will enhanced employee readiness to change. According to this study, organization that emphasized on the winning strategy on the market place, and encourage their employees to work adopt with rapid change will succeed on in implementing change initiative. Therefore, M.Zabid et al (2004) supported past studies who suggest that management support is significantly predict employee readiness to change.

**Individual Change Efficacy, Openness to Experience and Individual Spirituality.** Goodbar (2000) conducted study to investigate self efficacy as one of the factor that can enhanced employee coping with organizational change. In this study, employees who have high efficacy and ability to adopt with change shows supportive behavior toward change initiative. Similarly, Holt (2002) conducted study to develop scale in assessing employee readiness to change. He found that change efficacy is one of the prominent predictors of employee readiness. Holt (2002) stated that, change efficacy is reflected by employees believed on their knowledge, skill and ability to deal with change initiative.

Smollan, Matheny, Sayers (2010), conducted qualitative study to investigate the role of personality aspect on individual response to organizational change. Big five personality was examined in relationship with individual response to change. They interviewed 24 people in Auckland, New Zealand, from a variety of industries, organizations, functional departments and hierarchical levels. The participants comprised 13 men and 11 women, 16 European, two Maori, three Asian and three of Pacific Island background. 60 to 90 minutes semi structure interview was done to collect data. Participants were ask "in term of your personality how do you usually react to change"? .Result fount that openness to experience is the most significant dimension of big five personality which related to individual willingness to accept change initiative.

Vakola, Nikolau and Tsauosis (2003) explore the role of emotional intelligence and the big five personality traits in facilitating organizational change at the individual level. The result in this study indicates significant relationship between emotional intelligence and personality with employees' attitude toward change.

Previous studies indicate that individual spirituality can enhance employees readiness to change and help people to accept changes positively (Olievera, 2011. Further, Thomas and Solucis (2011) found that individual spirituality determines individual's readiness toward change. This study indicates that the internal forces including values, culture and organizational member personality influence the successfulness of organizational change. Further, Wesley and Crossroad (2006) found that individual spirituality plays an important role in creating successful organizational change.

This statement is in line with Neal and Biberman (2003) who state that spirituality can enhance performance and help in organization transformation. Similar with this study, Benefield (2003) also identifies the role of spirituality for successful organizational change. This study however, only identify the important role of individual spirituality for successful organizational change; they did not quantitatively asses the relationship between individual spirituality with employees' readiness to change. Lack of comprehensive study in assessing role of spirituality in enhancing readiness to change, Therefore it is show the need to empirically test the role of individual spirituality as the predictor of employees' readiness to change.

## METHOD

Sample for the present study is 428 employees of IIUM staff. Instrument used in the present study are: Openness to experience of NEO-PI-R, Spirituality Well-being Questionnaire and predictors of employee readiness by Szamosy and Duxbury (2000) as well as Holt (2000). The entire instrument used linkert scale. Instruments are reliable with cronbach alpha greater than .80. Two steps PLS SEM analysis were used in the present study. First step is the measurement model to examine reliability and validity of the instrument used, second step is the structural model to examine the relationship between variables.

## RESULT

Measurement model in the present study found that instrument to measure psychosocial predictor of employee readiness to change and instrument to measure employee readiness to change are valid and reliable with Critical Ratio (CR) value greater than 0.80 and AVE greater than 0.50 and indicator loading greater than 0.70 (Chin,2010). Table below present the result of measurement model in the present study.

Table 1  
 Reliability and validity of the measure

CONSTRUCT	ITEM	LOADING	CR	AVE
Appropriateness of change	PRTC 1	0.922	0.928	0.866
	PRTC 2	0.942		
Individual change efficacy	PRTC 11	0.765	0.862	0.61
	PRTC 14	0.798		
	PRTC 5	0.807		
	PRTC 6	0.754		
Management support	PRTC 22	0.895	0.882	0.789
	PRTC 23	0.88		
Openness to change	OE 2	0.73	0.874	0.636
	OE 3	0.763		
	OE 4	0.849		
	OE 5	0.843		
Individual spirituality	S 12	0.76	0.87	0.573
	S 13	0.73		
	S 2	0.733		
	S 6	0.766		
	S 9	0.766		

Result for structural model that examine the relationship between psychosocial predictor of employee readiness with employee readiness to change showed that appropriateness of change, individual change efficacy, management support, openness to experience and individual personality presented are significant predictor of employee readiness to change in IIUM. Result indicated that t values greater than 2.46, it is show that all the predictors are significant at 0.01 alpha level. These predictors explained around 40 percent variance in explaining employee readiness to change.

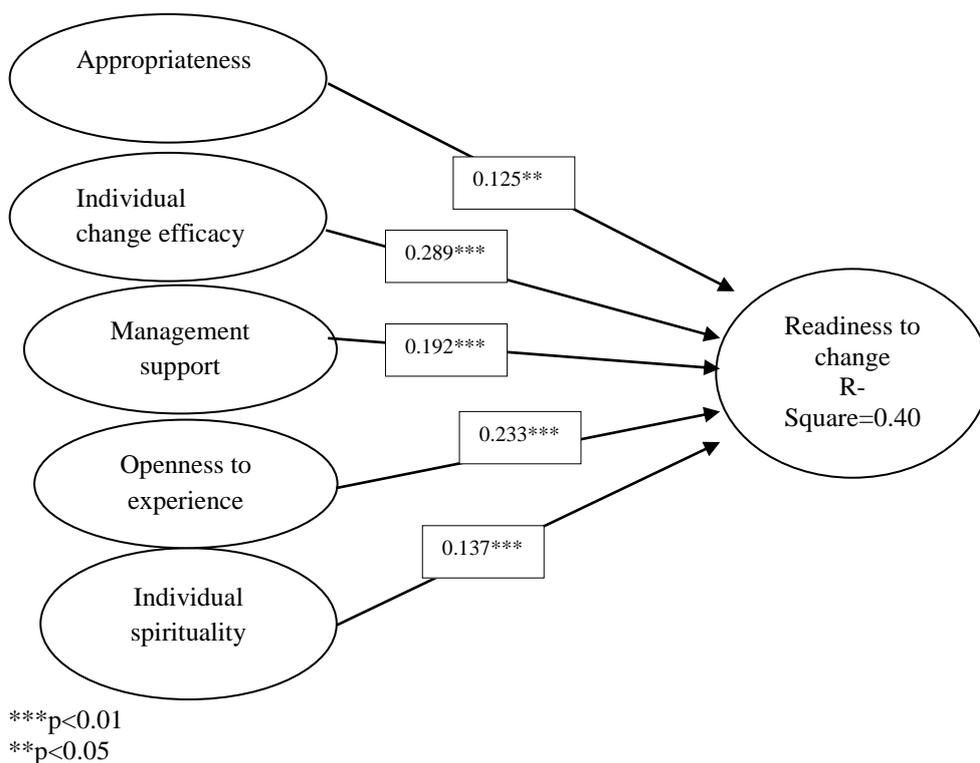


Figure 1. Predictors of Employee Readiness to Change among IIUM staff

Table 2

Relationship between psychosocial predictor of employee readiness with employee readiness to change

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	Standard Error (STERR)	T Statistics ((O/STERR))
apro -> readiness	0.125	0.128	0.052	0.052	2.404
individu -> readiness	0.289	0.291	0.047	0.047	6.136
open -> readiness	0.192	0.19	0.056	0.056	3.415
spi -> readiness	0.137	0.142	0.04	0.04	3.434
org -> readiness	0.233	0.234	0.045	0.045	5.191

Further analysis examine the relationship between psychosocial predictors with three types of employee readiness to change namely; affective readiness, behavior readiness and cognitive readiness. Result show that Individual change efficacy and management support significantly predict three types of employee readiness. Openness to experience significantly predicts affective and cognitive readiness, while individual spirituality significantly predicts behavior readiness.

Table 3  
 Bootstrapping for Predictor with Three Types of Readiness to Change

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	Standard Error (STERR)	T Statistics (O/STERR)
apro -> affect	0.1255	0.1184	0.1186	0.1186	1.058
apro -> behave	0.1622	0.1597	0.1176	0.1176	1.3793
apro -> cog	0.1238	0.1176	0.1271	0.1271	0.9739
effi -> affect	0.2063	0.2339	0.1129	0.1129	<b>1.8278</b>
effi -> behave	0.2296	0.2524	0.1065	0.1065	<b>2.1563</b>
effi -> cog	0.2593	0.2792	0.1234	0.1234	<b>2.1016</b>
effi -> oc	0.0394	0.051	0.1136	0.1136	0.3465
open -> affect	0.1834	0.1812	0.1193	0.1193	1.5376
open -> behave	0.2419	0.2342	0.1146	0.1146	<b>2.111</b>
open -> cog	0.0896	0.0972	0.1062	0.1062	0.8437
spi -> affect	-0.0081	-0.0238	0.0946	0.0946	0.0855
spi -> behave	-0.1538	-0.1601	0.0924	0.0924	1.651
spi -> cog	-0.0869	-0.0973	0.0978	0.0978	0.8887
support -> affect	0.2352	0.2374	0.1049	0.1049	<b>2.2426</b>
support -> behave	0.1995	0.1906	0.0912	0.0912	<b>2.1868</b>
support -> cog	0.2698	0.262	0.0967	0.0967	<b>2.7907</b>

## DISCUSSION AND CONCLUSION

Results of PLS-SEM founds that most hypotheses under Hypothesis 1 are supported by the findings. Hypothesis 1a is supported, in which, there is a significant relationship between appropriateness of change with employee readiness to change. This result is in line with previous findings such as Holt (2002); Clark (2003); Bouchenoghee (2008); Washington and Hecker (2005), who noted that employee perception on the important of change, benefit of change and justification of specific change may enhance their readiness to change.

This finding is also consistent with result of study conducted by Szamosi and Duxbury (2002) as well as Walker, Armenakis and Bernert (2007). According to these studies, characteristic of change and content of change must be appropriate in order to make change implementation successful. Message of change has to be easier to be transferred, to make employee think that the nature of change is relevant with organizational need (Holt, 2002). Further, Armenakis and Bernert (1999) stated that if employees realized the need for change, know the reason why change take place, in other word, employees believe that the organizational change is needed and appropriate to be implemented, the readiness to change will definitely increase among these employees. Understanding the appropriateness of change also help employee to believe that a specific change initiative will provide good impact on the individual live (Piderit,

2000). Therefore, based on these arguments, it is very important to ensure members of the organization believe change initiative is appropriate,

This study also found that there is a significant relationship between the individual change efficacy with employee readiness to change, as stated by Hypothesis 1b. This finding supported previous findings found by Caldwell & Herold (2007); Holt, Armenakis, Field, and Harris (2007); Armenakis et al, (1993); as well as Wanberg & Banas (2000). Rafferty and Simon (2005) whom investigated eight predictors of employee readiness to change in the two type of change (fine tuning and corporate transformation) found only change efficacy significantly predict employee readiness to change for both fine tuning and corporate transformation change. This finding is in line with opinion of Armenakis (1999) who stated that individual change efficacy bolstering confidence of organizational members, as well reinforcing the members so that they can successfully make the change.

Jimmieson, Terry and Callan (2004) stated that individual change efficacy is very important in determining individual performance during organizational change. In their study, individual with low change efficacy perceived organizational change more stressful than individual with higher score on change efficacy. This is because low change efficacy makes employees doubt about their abilities in responding to the demands of job during organizational change. These employees tend to focus on their feeling of incompetence in facing the changes. Therefore, they are most likely to feel distress and less ready to change.

The fact that individual change efficacy able to enhance employee readiness to change inferred that individual change efficacy must be facilitated by the organization through training and development programme where knowledge, skill and ability that are important for successfulness of the change program are discussed and been enhanced (Katterer and Chayes, 1995). Failing in providing employees with relevant knowledge and skills on change initiative may lead to low change efficacy among employees, in which, low change efficacy may lead to low readiness and failure in implementation of change initiative (Cunningham et al, 2000). Bandura (1997) suggest several ways to enhance employee change efficacy including enhancing exposure to vicarious experience where behavior is modeling, enhancing mastery in doing job through repetition accomplishments, verbal persuasion at convincing individual of his or her ability in performing a task.

Hypothesis 1c is supported, in which, there is a significant relationship between management supports with employee readiness to change. This finding is in line with the finding of the study conducted by Holt et al (2007); Naimatullah and Syed Ghulam (2010); as well as Rafferty and Simon (2005). The actual support from organization can be in the form of peer and management support, as well as, system, goal, as well as vision and mission of the organization itself (Larkin & Larkin, 1994 ; Rousseau & Tijoriwala, 1999). Szamosy and Duxbury (2000) mentioned that successfully change program can be achieved if organization and its members believe that they need to keep exist and competitive in order to adapt with rapid changes; not only that the organization and its members need to agree on expanding organization.

Vollman (1996) suggested if the key person in organization does not support the change initiative, the organization should wait to implement the change until the key person is changed with the one who will support the change agenda. This idea is supported by Cole et al (2006) who stated that manager perceptions about change may have direct impact on their subordinates' perception. Therefore, if top management

gives their supports, the change may enhance employee readiness to change. Once the employees believe that their overall organization system, people and values supports the change initiative, employee readiness to change will increased (Holt,2002).

The fact that openness to experience personality significantly influence employee readiness to change as requested by Hypothesis 1d is supported by previous study, such as the one conducted by McDaniel (1992) who also found that openness to experience personality as one domain of the big five personality have a significant relationship with employee readiness to change. Smallan et al (2010) also supported this finding. In their study, openness to experience found to be the most significant predictor of employee readiness to change in compare to other four dimensions of big five personality. This is because openness to experience create positive cognitive reaction toward change which latter on can lead to positive emotion that can enhance employee readiness.

The similar finding was found by Vakola, Nikolau and Tsauosis (2003) who studied the role of emotional intelligent and the big five personality as the predictors of employee readiness to change. In this study, they found that openness to experience domain is significantly predict employee readiness to change. It is in line with the opinion of Walker, Armenakis, and Bernet (2007) who argued that employee who are not rigid and open to the new way of doing things are more likely to accept the change initiative.

Kirton (1980) called employees with openness to experience personality as the innovator who will respond more favorably to radical change. Social differentiation theory suggested that different individual will respond differently to certain phenomenon (Burnes, 2004). Therefore, individuals with the openness personality disposition may consider change initiatives more positively in compare to employees without the openness to experience disposition.(Vakola et al,2003)

The PLS-SEM also found that Hypothesis 1e is supported, in which, there is significant relationship between individual spirituality with employee readiness to change. Previous studies indicated that individual who is spiritually high accept change initiative positively (Olievera, 2011). Thomas and Solucis (2012) also stated that individual spirituality determine readiness to change. Employees who feel that their life is meaningful, believed that they get personal strength from God; thus, they are more performed and satisfied with their job (Asmos and Dunchon, 2000).

According to Benefield (2003), the feeling of spiritual well-being makes someone more ready to accept the organizational changes initiative. Similarly, Wesley and Crossroad (2006) found individual spirituality plays an important role in creating successful organizational change. Because individual spirituality can enhance performance and help organization transformation, (Neal& Biberman, 2003; Mitrof and Denton,1999) argued that with spirituality employees can have an ultimate purpose in life, developing good connections with coworker, and having consistent personal values with the organizational values. Therefore, highly spiritual employees will valued their job and their friend, that might help them to be more ready in accepting change initiative (Milliman,Czaplewki & Ferguson, 2003).

In conclusion, employee readiness to change in IIUM can be facilitated by promoting psychosocial predictor of employee readiness to change. Employee need to understand the important of change, the benefit of change at the individual and organizational level. Employees also need to have confident that they will be able to perform task during specific change. Moreover, management support can make

employees more ready to change. Other individual characteristic dimensions that can enhance employee readiness are openness to experience and individual spirituality. These two predictors help employee to experience change in more positive way.

In summary, results in this study can help IIUM to achieve the change goal which is transforming IIUM to become premier global Islamic university. Several intervention programmes can be designed based on predictors found in this study. Next section elaborates possible implementation and implication of the present study. Summary of hypothesis testing are provided in table 4.

Table 4  
Summary of Hypothesis Testing in the Present

Hypotheses	Finding
There is direct and significant relationship between appropriateness of change with employees' readiness to change	supported
There is direct and significant relationship between individual change efficacy with employees' readiness to change	supported
There is direct and significant relationship between management support with employees' readiness to change	supported
There is direct and significant relationship between openness to experience personality with employees' readiness to change	supported
There is direct and significant relationship between individual spirituality with employees' readiness to change	supported

### IMPLICATION OF THE STUDY

This study provides a number of contributions for literatures of readiness to change. The contributions are:

1. Two prominent predictors of employee readiness to change found in this study are individual change efficacy and management support. This finding can enhance literature on readiness to change theory in which the main components of employee readiness are based on these two variables across different setting.
2. There many predictors that can predict employee readiness, depending on the context of the study. In the present study, individual spirituality predict employee readiness to change. This finding indicated that spirituality do has an important role in predicting readiness among employees of Islamic higher learning institution. However, more studies are needed to support theory that individual spirituality is an important predictor for employee readiness in Islamic institution.
3. Present study provides new approaches to study employee readiness by exploring three aspect of employee readiness including affective readiness, behavior readiness and cognitive readiness. Exploratory finding in this study can be used for further study in examining readiness to change.
4. Behavior readiness consider as the most important aspect of employee readiness in compare to affective and cognitive readiness. This finding can be used as foundation to focus on behavior that can support readiness to change.

## LIMITATION AND RECOMMENDATION

The present study gives insight into the Islamic higher learning institution in enhancing their employee's readiness to change; therefore this institution can keep competitive in the change era. The finding of this study suggests that psychosocial predictors have an important role in enhancing employee readiness to change. Although the present study provides the theoretical and practical contribution, there is still a limitation in the present study.

The first limitation is the single case sample. The sample of this study is International Islamic University Malaysia only as representative of Islamic Institution. The finding in this study may be difficult to generalize into a different setting of the organization, including Islamic institution in general. Although the present study is aimed to investigate predictor of employee readiness to change in Islamic institution, it is good to analyse whether same phenomenon apply in other Islamic institution. Due to this reason, it is recommended for future study to include other Islamic institution in their study, or to do comparison between Islamic and general institution, particularly to prove spirituality still have an important role in enhancing readiness to change.

The second limitation is the present provides rich information on the psychosocial predictors of employee readiness to change, but no intervention programmes built based on the predictors are tested in this study. The future study may take the opportunity to validate result of this study by conducting analysis to prove whether intervention programs based on the predictors found by this study are significantly able to increase employee readiness to change. If such study able to show positive findings, the finding provides more significant support to establishment of new theory of readiness to change.

The third limitation is the data collection method for the present study is cross sectional using single method, namely the questionnaires. Although the sample for the present study is big, it is good to use the mixing method by combining qualitative and quantitative finding in explaining the research questions. It is suggested for the future study to collect data using more than one method, such as to include the observation method and focus group interview to gain deep information about predictors of employee readiness to change.

Regardless of the above, the present study provides significant insight for Islamic institution in preparing their employee to have adequate readiness to change. In a broader sense, the predictors' of employee readiness to change as found by this study should be promoted to the advance level in preparing and promoting employees readiness to change. Moreover, this study can be based for further study to establish theory on readiness to change in Islamic institution setting. Such studies are required to support organizational development of Islamic institutions that also need to adapt with rapid changes in the era of globalization.

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## **FAMILY PROBLEMS AS THE TRIGGERING FACTORS OF HUMAN TRAFFICKING**

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### **Abstract**

Human trafficking is a serious problem faced by many countries in the world. Several studies have highlighted the so called “pushing” and “pulling” factors that contribute to human trafficking problem. The pushing factors among others include issues related to poverty, gender inequality and lack of job opportunity. On the other hands, the pulling factors involves the offering of better employment with well-paid salary, conducive environment for sex worker activity, profit seeking, corruption as well as criminal networking. This paper therefore aims to discuss in more detail the several causes or factors of human trafficking. Findings were based on the qualitative research involving nine (9) informants who were the victims of human trafficking. Study findings have highlighted that besides the pulling and pushing factors, human trafficking is also greatly connected to family problems, such as the impact of divorce on women and children in terms of psychological, emotional, social and economic difficulties. In fact all of the family problems places women and children become more vulnerable and further got trapped into the tactics and false promises of the traffickers. Other family issues also includethe absence of warmth in the family and family socioeconomic struggles.

**Keywords:** *Human trafficking, triggering factor, poverty, lack of job opportunities, women and children.*

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### **INTRODUCTION**

The International Labour Organization (ILO) in 2005 has reported that in the last decade, it is estimated that at least 2,450,000 million people in the world are in the forced labor as a result of human trafficking. About 56% of the victims were women who were exploited economically, and 98% were exploited in the form of commercial sex (Zimmerman, Hossain, Yun, Roche, Morison, & Watts, 2006). The majority of the trafficked victims come from Asia, especially from poor countries, who have been exploited in by various countries in the world including in Europe, the Middle East, Australia, North America and the Asian region itself (Shelley, 2010).

Many experts of human trafficking issue argue that the causes of human trafficking can be divided into the pulling and pushing factors. Kathryn (2009) explains that push factors refers to the condition of the source country which often relates to poor welfare of the people in the country. In order to come out of poverty, many people then decide to migrate to other country. While for the pull factors, it is always related to the condition of the destination country which promises good employment opportunity and

salary, the need for commercial sex worker activity, corruption and other form of criminal organization.

Newman and Cameron (2008) expand his discussion on human trafficking issue from sociology, politic and economic aspects. He argues that there is interaction between the structural factor and the direct factor causing of human trafficking. Structural factors encompass economic and social discrepancy, market decline, gender perspective, and demand for sex worker. While the direct factors are mainly related to the weakness of law supremacy both nationally and internationally, corruption, strong organizational and human trafficking syndicates, and lack of social awareness programmes.

Adepoju (2005) states that the causes of human trafficking is due to the impact from the poor countries that promote the environment that is conducive to the human trafficking, namely extreme poverty, state of depression/ disadvantages suffered by people, inequality gender, on-going unemployment, low education, many street children, corruption at the border area, migration from rural to urban areas, as well as exploitation of the trafficker by manipulating the poor family for better education and job opportunity for their children.

Obviously many studies have concluded that the human trafficking is an issue at the macro level. However, findings from this study conclude that the primary cause of human trafficking not only depend on the pushing and pulling factors, but also can be caused by factors of family problems.

## **OBJECTIVE AND METHODOLOGY**

This primary objective of this paper is to identify and discuss the triggering factors of human trafficking. This paper is based on a series of in-depth interviews with nine (9) informants as case studies. Data collection was conducted at the Office of the Consulate General of the Republic of Indonesia in Penang, Malaysia. Data was then analyzed using content analysis which allows the understanding of the various emerging themes and sub-themes related to the triggering factors of human trafficking.

## **FINDINGS**

Based on the study findings on the push factors of human trafficking are primarily due to poverty and lack of job opportunities or unemployment. However, in this findings, it was also found that from nine informants that has been interviewed, six informants has decided to work abroad before being trapped into being exploited by the traffickers were caused by family problems. The family problems that pushes or becomes the triggering factors for these women to exposed themselves to exploitation were due to effect of divorce, socioeconomic struggles and the absents of warmth in the family relationship. Detail discussions on these factors is presented in the following.

**Effect of Divorce.** Divorce can cause bad effect, psychosocially, specially for women and children. The psychological effects encompasses the feelings of bitterness, uncertainty, worry, regret and mind confusion. While socially, divorce may cause someone unable to fulfill their social functioning towards daily activities. As a result, women might be losing their source of income or finance. LA, 52 years old, decided to work in Malaysia after being separated with her husband. She was then trapped by an agent in Indonesia to work as a maid. She had worked more than 10 years now without getting any salary. Such divorce situation has somewhat triggered her to go abroad as coping strategy, particularly in wanting to escape from her emotional difficulties due to feeling sad, confusion, worry, and upset because of the divorce. This is clearly stated by the informant as follows:

*“Actually, my family and my son did not allow me to go to Malaysia, but I ignored it because my husband married again with my neighbor. Then, I demanded a divorce. I was really sad, confused, worry and decided to escape to this problem by going to Malaysia to get a job after promised by the agent to get good job and salary” (Informant LA).*

Similarly, as what was experienced by M. She is the victim of human trafficking who was exploited as a cleaner without salary for one year, become victim of violence and experienced sexual harassment. She decided to go to work abroad after she was offered to be a maid by an agent in Semarang, Indonesia. Her rush decision to accept the offer was due to her unstable emotional condition after her divorce. Actually, after divorce, she had a job as a caregiver of baby in a hospital, Palembang. However, she could not stay in Palembang because she still met with her ex-husband and his child. This condition made her angry, sad, and unhappy all the time. As a result, she wanted to escape from this terrible condition and unfortunately got trapped in the human trafficking activity. This is clearly stated by the informant as follows:

*“I married when I was still teenager, 18 years old. At that time, I did not know that my husband had married before and had have children. I knew it after I was pregnant. I was sorrowful and could not face that reality. He had deceived me. I made demand on my husband to divorce after birth my child. Before I decide go to abroad, I work in a hospital, Palembang as a baby caregiver but I am still always meet with my ex-husband and his children. This condition appeared feeling sad, angry, and unhappy. Finally, I decided to leave Palembang after I was offered a job to abroad by an agent in Semarang, Indonesia” (Informant M).*

Beside social and psychological effects, divorce also gives negative impact on women economically, especially for those who have no job or just as a housewife. Women will lose economic support because often time husband becomes the breadwinner for the family. Unfortunately, in many cases, most parenting responsibilities were given to the mother, while his father no longer had the concern to provide financing to their children. As stated by one informant:

*“Actually, the intention to go to Malaysia to work had existed when early I divorce, but because of the absence of person who cared my children, so I delayed my planning after my son was seven years old. Honestly, after divorce, I get economical difficulties because my ex-husband is not responsible for our children anymore. He did not care for his children needs, while I have no job, I just a house wife” (Informant AD)*

Informant DP for example had been burdened with finance problem because she had to pay her husband’s debt after they got divorced. DP then decided to migrate to Malaysia to get a new job as away to be out of the finance and psychological problems. She stated that:

*“I feel sad for all the wealth and my stuff runs out, my land, rice field. I had to pay my ex-husband’s debt. I could not face that reality. I want to run and forget my entire problem, so I decided to go to Malaysia” (Informant DP).*

Beside women as wife, divorce also have negative impact on children. NS, 17 years old, after her parents divorce, followed her father. Soon after her father re-married. This have changes NS’s status into becoming a stepdaughter. Her stepmother did not treat her well just like her own daughter and later sold NS for 500 thousands rupiahs, to a broker to send her to work in Malaysia. Her step mother also expected her to send money every month. All this happened when divorce has placed NS to loss her social protection from the family. This is stated by NS as follows:

*“Suddenly my my stepmother forced me to depart that night. I never agree, but she forced me. She said that she had received money 500,000 rupiahs from ‘MS’ [broker of worker]. So I had to go. My father did not know because my father work as a bus driver, he seldom at home” (Informant NS).*

**The absence of warmth in the Family.** The absence of warmth in the family and domestic violence is another triggering factor for women and children to further trapped into trafficking activity because they do not meet secure and safety feeling to stay at home any more. This was experinced by MD. She acknowledged that she was unhappy in her daily life because her parents would always quarrel. MD also always got violence and always be blamed for any mistakes. The family condition has triggered her to meet an agent in Medan to help send her go to abroad (Malaysia). MD had worked as cleaner for 4 year 8 month without salary.

*“I went to malaysia because I was unhappy to stay in my home. My parent always quarrel with each other. I used to be scolded. They like to blame me for any mistakes. I ran away from my home, and decided to meet an agent that can help send me to work here” (Informant MD).*

**Family Socioeconomic Struggles.** Ecoomic struggles in the family is another important triggering factor for woman to get to be trafficked. This can happen when wanting their children to continue their study at higher level, such as into university. As a parent, their responsibility is to ensure children’s education, and thus the mother will try to find ways to find the needed resources, particularly financie. One way is to

go abroad as a migrant worker after being promised with good job and salary from abroker. AD decided to go to Malaysia because she needed to find more income for her son's education. She hope her son can continue his study at the university level.

*"I went to Malaysia to work because I hope my children can continue their study to the university. In my village, I just work as a farmer where my income is insufficient to cover our daily need even my children's school fee that always increase. So how I can meet my son living cost when study in the university in town. Therefore, I went here after the broker in my village offered me work as a maid in Malaysia". (Informant AD)*

AD was recruited by an agent that promised her job as maid but in reality she have to work as a door to door cleaner. She have worked for a year but never get her salary. She have to start work from 4 am to 12 am and her pasport was kept by her agent.

## DISCUSSION

Family disintegration caused by death or divorce can make women more vulnerable to be trapped into trafficking situation (IOM, 2008). Divorce do give negatif impact on women and children both psychologically, socially and economically, and thus this have somewhat triggers them to got trapped indirectly in human trafficking activities. Hetherington and Kelly (2002), base on his study, argued that divorce give negative effects on women such as living in poverty, becoming depressed, engage in drug abuse, feelings bitterness and others. Olson and DeFrein (2003) also added that the negative effects of divorce to children include emotional and education problems as well as difficulties to built social conections. He also reported that most of the time children staying with mother is better than with father. If one of the couples re-marry again, this will create a more serious financial problem. Albertini and Garriga (2011) explain that divorce have negative impact on the relation of child and his/her mother and/or his/her father because the children will be neglected and lost the social and emotional support. Afriani, Tri Yunilisiah, Yunilisiah, Desi, and Afrita (2009) too have found that divorce makes children difficult to meet their needs because there is a change of the condition of economic family after parents' divorce.

The absence of warmth in the family and domestic violance is a factor that somewhat can trigger women and children to be trafficked because they do not meet secure and safety feeling to stay in the home any more. Syamsuddin dan Azman (2013), in their study, find that violence is one of the factor causing children runaway from home and further exposed them to be trapped into trafficking activities. Estes and Weiner (2001) again added that most children try to escape from problems at home because they hope for a better life in other place.

Family thus have an important role to protect women and children from being trafficked. Durá and Singhal (2009) emphasized that poverty and lack of jobs opportunity do not necessarily places women and children becomes vulnarable to be trap in human trafficking, particularly if their family specially the parents do not allow

them to be recruited by broker or agent. While Jani (2009) states that positive social network and family support can reduce the risk of human trafficking for women coming from rural to urban area in South Asian. It can be translated that if family and formal social networking do not function well, this can be a good opportunity for trafficker to trap women and children into all types of exploitation activities.

## CONCLUSION

The study findings have highlighted that human trafficking is also greatly connected to family problems, which include the impact of divorce on women and children in terms of psychological, emotional, social and economic difficulties, which all these further lead women and children become more vulnerable to get trapped into the tactics and false promises of the traffickers. This is also similar when there is absence of warmth in the family and the socioeconomic struggles that the family has to be faced. Thus from social work perspectives, human trafficking may be analyzed at micro as well as mezzo levels in which problem in the family may arise and becomes the triggering factor of trafficking. It is therefore important to enhance family resiliency, including preventing youth marriage because it can contribute to divorce, problem solving skill in the family to face crisis and difficulties, training to improve communication skills, and to enhance family access to various resources towards problem solving either economically, socially and psychology. Social worker can also play the role as an educator to teach family the skills or competency to create warmth in the family and avoid violence, and particularly provide them with relevant information and awareness about the danger of human trafficking and how to protect family members from this kind of exploitation and human right violation.

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## RECYCLING: A MATTER OF ATTITUDE?

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### Abstract

Waste projection is increasing and most landfills in Malaysia are already running out of space. Thus, waste management is now becoming a major challenge in the country. The most sustainable solution to approach this problem is by introducing and engaging in sustainable practices such as recycling. Since 1993 the government has launched several recycling campaigns and implemented the National Recycling Policy. However, only 9.7% of solid waste were recycled which is far below compared to other developed countries. Nevertheless the government is optimistic that that the target percentage of 22% recycling by 2020 will be achieved if there is a positive pattern in sustainable practices particularly in recycling behaviour among Malaysian. Understanding public attitude and behaviour towards recycling domestic waste are some useful keys to improve current waste management. Thus this study attempts to identify their attitude towards recycling and the reasons they carried out (or reluctant) any recycling activities. A total of 486 households in Kota Kinabalu were involved in this study. An open-ended format was selected which allowed respondents to express their answers freely in relation to their recycling attitude. Preliminary coding, categorization, axial coding and cross-tabulations were carried out accordingly based on indigenous psychological approach. Findings led to the discovery of their recycling attitudes which were categorized into (i) attitudes towards the environment; (ii) attitudes towards waste management and & cleanliness; (iii) attitudes towards sustainable lifestyle and community wellbeing; (iv) negative attitudes; and (v) benefits to others and third parties. The findings will be discussed further.

*Field of Research: Recycling, Environment, Sustainable, Waste Management*

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### INTRODUCTION

It was reported that the awareness of waste recycling among Malaysian is not parallel with the actual practice of waste recycling. Various programs and campaigns have been done by the government and even NGOs to encourage and cultivate recycling activities including providing recycling bins and setting up recycling centres in various locations such as in shopping malls, and housing areas. However the acronyms of 3Rs (recycle, reuse, and reduce) is currently just a mantra and has not become a lifestyle of most Malaysians.

Many research suggested that a more environmental-friendly-alternative to waste management is recycling (Ho, 2002). According to United States Environmental Protection Agency (2005), recycling refers to a series of activities by which products or other materials are recovered from or otherwise diverted from the solid waste stream for

use in the form of raw materials in the manufacturing of new products. Recycling has huge benefits such as saving money and reducing excessive waste production. At the same time it conserves the environment by reducing the use of raw materials and help extend the life span of the landfills (Sumiani, 2003).

Since 1993 the government has launched several recycling campaigns and implemented the National Recycling Policy. However, Malaysia (9.7%) is way behind our neighbouring country, Singapore (59%) in terms of solid waste recycling rate in 2011 (Adrian Lai, 2013; Zero Waste Singapore, 2013). Nevertheless the government is optimistic that that the target of 22% recycling by 2020 will be achieved if there is a positive flow pattern in sustainable practices in particular recycling behaviour among Malaysian. About 10 years ago, reports revealed that more than 80 percent of the 2400 recycling bins provided nationwide by the government have been misused. People simply throw rubbish carelessly into recycling bins without considering whether the bins are meant for the right recyclable items or not and whether the items are recyclable or not (Elizabeth & Chelvi, 2003). Sadly, there seems to have no significant improvement even after over a decade of the 3R campaign was launched, the scenario remained the same. Therefore, recycling domestic waste will only be possible if the public play their role by participating and contributing in recycling activities at home and work place as a lifestyle

Why aren't we recycling enough? Perhaps the current recycling trend in Malaysia is based more on the commercial value of the materials or market-based. This means that only marketable waste is collected and currently the market for recyclable is still lacking (Tan, 2005). Besides that, different municipality have different needs and differs in some ways. Therefore the 3R (Reuse, Reduce and Recycle) approach planned by the central government was found to be ineffective. Yiing Chiee Moh and Latifah A.M. (2014) and Municipal Waste Management Report (2010) identified reasons why recycling is not common among Malaysians were. Some of the reasons are the lack of market for recyclable items, no standardized price for recyclable items, inconsistent and poor collection schedules, low public awareness, loose implementation policy and strategies, loopholes in managing recyclable household waste among stakeholders.

The Ministry of Housing and Local Government (MHLG) noted that in order to increase recycling rates it is important to that household recycle voluntarily instead of putting the effort to recycle for monetary rewards. This is because no all recyclable items has good price in the current market in Malaysia. Clearly the general public are aware and have enough knowledge about environmental issues and the importance of recycling, however getting the knowledge translated into action needs to be tackled (Mahmud and Osman, 2010). Therefore, it is vital to investigate further households' attitude and behaviour towards recycling and identify what can be done to encourage recycling activities. It is important to understand public current recycling behaviours and attitudes towards recycling in order to develop relevant programmes to increase the awareness and participation in recycling activities (Jasmine & Sharifah, 2012).

## **Literature Review**

There are various reasons why a person engages in recycling activities. Previous studies found that recycling activities are closely related to one's attitude towards the behaviour (Tonglet et al., 2004; Guagnano et al.,1995). Attitude towards the environment is often associated with recycling activities (BMG Research, 2007; Lansana et al., 1990). Logically, when a person has a positive attitude towards

recycling, the probability for recycling behaviour is high. However, not all empirical studies have shown a significant correlation between positive attitudes towards the environment and recycling (Lansana 1992; Oskamp et al. 1991; Samdahl & Robertson 1989; Vining & Ebreo, 1990). This means that a having positive attitude towards the environment may not necessarily translate into recycling behaviour (Vinning and Ebreo, 1990; Mahmood & Osman, 2010).

A study by Abdelnaser Omran et al. (2012) reported four factors determining recycling behaviour among recyclers in Palestine. The most important reason to recycle was related to concerns on keeping the environment clean and promoting good health, followed by conserving resources for future generation, saving space in landfills, and creates jobs in the community. Another finding by Tonglet et al. (2004) on determining the drivers for householder pro-environmental behaviour suggest that the specific attitudes that correlate most strongly with recycling behaviour were: recycling is responsible, rewarding, sensible and important in maintaining a good place to live in. Vinning and Ebreo (1990) concluded that, in general, pro-environmental attitudes may not be particularly powerful predictors of recycling (Lansana 1992; Oskamp et al. 1991; Samdahl & Robertson 1989; Vining & Ebreo, 1990). Guerin et al. (2001), in their study of fifteen countries in Europe found a strong and significant association between an individual's personal attitude and appreciation of the environment and the degree of personal involvement in recycling. Research in the UK (Tonglet et al., 2004) and Mexico (Corral-Verdugo, 2003) and a survey of sixty-seven empirical studies by Hornick, Cherian, Madansky & Narayana, (1995) reported findings consistent with this view.

Several studies recognize that recycling behaviour is also linked to personal morality and social duty (Dunlap, Grieneeks & Rokeach, 1983; Smeesters et al., 2001). Sorting waste for recycling purposes is perceived as good social duty by participants. Besides that, recycling behaviour is motivated by both intrinsic and extrinsic motivation. Extrinsic motivation is often associated with recycling for financial reward, social pressures, punishment, the enforcement of law and regulations, and other external rewards (Young, 1989; Hornick et al., 1995; Cecere and Mancinellis, 2013). On the other hand, engagement in recycling activities are also influenced by intrinsic motivations (Smeesters, 2003; DeYoung & Kaplan, 1985; and Oskamp et al., 1991) such as values related to the environment, social duty, frugality in consumption, self-satisfaction and for the sake of future generation. Involvement in recycling behaviour is also associated with perceived behavioural control, situational factors and consequences of recycling. Under those circumstances includes social costs, time required to recycle, transportation, transport frequency and container proximity, knowledge, awareness, commitment, poor image and ignorance to perform the behaviour are also associated with the willingness to perform recycling behaviour (Hornick et al., 1995, Boldero 1995, Davies, 2002).

Internal factors were reported to be stronger predictor for recycling behaviour as opposed to external factors. External factors such as monetary rewards and incentives cannot sustain a particular behaviour in a long run for if the reward is taken away the behaviour will eventually stop. For this reason, internal factors are better determinant to ensure the behaviour is done voluntarily without relying on external factors for long-lived effect. Thus, Smeesters et al. (2001) suggest that the relevant authorities should ensure that the general public or households should have better awareness and knowledgeable recycling, providing conducive environment and sufficient facilities to

recycling behaviour, eliminate major barriers to recycling, and are convince that participation in recycling is beneficial.

## METHODS

**Sample.** A total of 600 households in Kota Kinabalu participated in this study. However, only 485 data sets were viable for data analysis with a response rate of 80.8%. More than half of the participants were females (n=301) and the remaining are males (n=184) with the mean age of 30.67 (SD=9.41). Slightly more than half of the participants were single (57.1%) and 42.9% were married. In terms of types of accommodation, the participants occupied village houses (32.0%), a percentage of 39.38% occupied landed properties (bungalow/trace/semi-detached), and 28.7% occupied high-rise houses with the average household size of 5 person (SD= 2.36). Participants were asked whether there were recycling facilities around their neighbourhoods. Nearly all reported that there were no recycling facilities available (81.4%). Table 1.0 summarises the participants' profile.

**Measure.** A series of open-ended questions were asked related to their attitudes towards recycling, recycling knowledge, motivation to recycle, barriers in recycling, what can encourage them to recycle and socio-demographics questions. An open-ended format was selected to allow respondents to express their answers freely in relation to their recycling attitude. Preliminary coding, categorization, axial coding and cross-tabulations were performed accordingly using indigenous psychological analysis approach. This paper will discuss their general attitude towards recycling by asking "What is your opinion on recycling?"

**Statistical Analysis.** The data was analysed in the steps listed by Braun and Clarke (2006) for thematic analysis, which involved finding repeated patterns of meaning within the data. Analysis data begin with data transcription, familiarization with the data by multiple readings and an initial noting of ideas. Next, the initial coding was conducted across the data and these codes were then collected into potential themes. The themes were then reviewed to certain that they were appropriate both at the level of individual extracts and across the data set.

## RESULTS & DISCUSSIONS

All statements were transferred into a database with all identifiers and demographic information removed. The statements were then grouped accordingly to similarity in terms of content. These processes revealed attitudes towards recycling are formed into five themes: (i) general environmental concern; (ii) waste management and cleanliness; (iii) consequences of recycling to self and others; (iv) perceived behavioural control; and (v) promoting green lifestyle and community wellbeing.

Attitudes towards general environmental concern were the most frequently listed 260 times, followed by 119 times for attitudes towards waste management and cleanliness. As a matter of fact attitudes towards consequences of recycling to self and

others were cited 27 times, perceived behavioural control was mentioned 27 times and as well as 27 times for promoting green lifestyle and community wellbeing.

**General environmental concern.** Three subthemes were identified under the attitudes towards general environment concern theme. Specifically, attitudes towards general environment concern (52.31%) comprised of environmental protection (n=224), conservation of natural resources (n=23), and environmental concern (n=13). Examples of common responses are:

*“It’s a good system to reduce the volume of waste that goes to the landfills and decreasing the amount of dangerous chemicals that deep into soil and pollute the air due to improper waste disposal”*

*“Recycling is another way to save natural resources and to avoid the pilling of rubbish”*

*“Recycling is very important because waste can have a negative impact on the environment”*

This suggests that, in general, participants showed positive views about the environment. Hence, participants possess positive pro-environmental attitudes towards recycling activities. Past studies reported that attitude towards the environment are often associated with recycling activities (Bortoleto et al., 2012; BMG Research, 2007; Tonglet et al., 2004). In fact, some studies reported that people who are more aware of the consequences of their actions such as recycling will be more likely to engage in pro-environmental behaviour if they have environmental knowledge (Barr, 2004; Evison & Read, 2001., Olive, 2014). However, data retrieved showed that more than half (60.9%) of the participants never recycled in the past three months. These explanation could be skewed towards social desirability. According to Kurz, Linden & Sheehy (2007), positive attitudes do not always reflected participation in waste management programmes. It can be argued that it is merely a view or thoughts about recycling rather than actual behaviour.

**Attitudes towards Waste Management and Cleanliness.** The second theme emerged in this study was attitude towards waste management and cleanliness. This accounts for 23.94% of the total responses. Attitudes towards waste management and cleanliness comprised of reducing waste (n=70), reuse items (n=35) and maintain cleanliness (n=14).

Responses of participants are aligned with the interpretation used by Van Den Bergh (2011) as consumption degrowth. Consumption degrowth simply means the effort to reduce the amount of consumption. Consequently by doing so and environmentally motivated will results in reducing resources used in making new products, reduce pollution, reduces accumulation of waste, reduces risk to the environment and health (Kinnaman, 2006; Alcott, 2008; and Van den Bergh, 2008). The Ministry of Housing and Local Government of Malaysia (MHLG) has outlined several benefits of recycling, two of the benefits are aligned with finding of this study. MHLG stated that recycling could improve cleanliness and reduces production of waste which in results reduces the need for landfills and dumpsites. As currently the lifespan landfills and dumpsites in Malaysia are limited.

*“Reduce the accumulation of waste in landfills”*

*“Good, because it can reduce, reuse and recycling unwanted products into new product”*

*“Recycling is a very good thing to do to ensure the cleanliness and discipline the people about the importance of keeping the environment clean”.*

**Consequences of recycling to self and others.** The third component is consequences of recycling to self and others (12.88%). Participants indicated living expenses can be reduced by practising recycling activities. A number of participants mentioned that by reusing and used material for other purposes saves money. A comparison study on recycling motivation across 9 countries (Norway, Sweden, Canada, France, Netherland, Italy, Mexico, Australia and Czech Republic) by Halvorsen (2010) reported that one of the reasons for recycling is to save money although respondents who report they recycle to save money do not recycle significantly more than other households . However we must be cautious to interpret this to compare with our findings as some municipalities in those countries implement sanctions for not recycling whereas in others are done on voluntary basis.

Participants also reported that recycling can save time and energy to clean the house and save the usage of space in homes (n=38). This is also consistent with other studies on recycling behaviour (C. Xinwen et al., 2014; Thomas & Sharp, 2013; Saripah Abdul Latif et al., 2012). Participants also mentioned that by recycling, households are able to earn money (n=17). Interestingly, according to the participants cost of managing waste by the relevant authorities or parties can also be reduced if household involved in recycling activities (n=9). Examples of their responses are:

*“Recycling is good for the cost-effective production by re-using/recycling of used materials and waste such as glass, paper and cans”*

*“...recycling can reduce the amount of waste disposed and cost effective for waste management by the responsible party. In addition, to provide the raw materials for certain industries, as well as certain parties can generate income”*

*“Saves energy, time, and space”*

*“The advantages of recycling can also generate bit of income easily”*

This finding support the notion about recycling could produce economy incentives or rewards (Banga, 2011; Marans and Lee, 1993); Singhirunnusorn, Donlakorn & Kaewhanin, 2012; Miafodzyeva and Brandt, 2012; and Anderson, Romani, Wentzel & Phillips, 2013) and efficient waste separation concerning time, space and energy spent doing recycling activities (collect, sort, and recycle).

**Perceived Behavioural Control.** We found that the fourth theme is perceived behavioural control (5.43%) which played by three factors. There are three sub-components are: respondents perceived that they are being ignorance towards recycling activities (n=3). Secondly, respondents perceived that recycling activities is inconvenience (n=9) and lastly respondents perceived that they are lacking of awareness concerning recycling activities. (n=15). Examples of their responses are:

*“Human lives in modern era doesn't have the awareness of recycling even though we have heard those long term issues like environment and climate change”*

*“Recycling is troublesome. Not convenient unless it is placed nearby each residence area”*

*“...maybe ignorance about recycling practices”*

This finding showed that respondents perceived recycling activities as inconvenience, no time or never really thought about it. Since recycling requires effort to separate waste, some were reluctant to do so and thus report that recycling is inconvenience. That being the case, this explained that having greater perceived behavioral control (knowledge, provision of facilities, time, and space) will determine participation in recycling activities. A vast literature has discussed regarding barriers of recycling, and inconvenience and lack of knowledge is among one of the greatest barriers (Thomas, 2001; Darby and Obara, 2005; Abdelnaser, 2008). When people were asked about why they recycle, many responded they are too lazy or no time to participate, plus lack of information/knowledge is one of the reason for not participating.

**Attitudes towards Sustainable Lifestyle and Community Wellbeing.** The last component is attitudes towards green lifestyle and community wellbeing (5.43%). There are two sub-components derived from this component which are Sustainable Lifestyles (n=11) and Concern for the Community & Future Wellbeing (n=16). Concern for the welfare of future generation is a form of altruistic motivation which simply means a selfless concern for others. Participants realize that changes in lifestyle can make a big difference for the environment for the sake of the future generation. Examples of their responses are:

*“Good for future generation benefits”*

*“It also builds community when people work together in supporting the effort of recycling”*

*“Good to ensure the welfare and comfort of daily living”*

This gives an insight that altruistic considerations were taken into accounts in performing recycling activities. Ackerman (1997) mentioned that extrinsic motivation such as monetary rewards is no longer an important motivator to encourage recycling efforts by households if idealistic or altruistic considerations rule over. Significantly, The World Commission on Environment and Development Report (Brundtland Commission) defined sustainable development as development that meets the needs of the present without compromising the ability of future generations to meet their own needs." (United Nations Commission on Sustainable Development, 2007).

## **CONCLUSION AND FUTURE RECOMMENDATION**

In conclusion, households' attitudes towards recycling in Kota Kinabalu, Malaysia appear to be formed by five main factors. Namely, (i) general environmental concern; (ii) concerns over waste management and cleanliness; (iii) consequences of

recycling to self and others; (iv) perceived behavioural control; and (v) concerns towards sustainable lifestyle and community wellbeing. The findings of the present study were able to provide an insight of households' attitudes towards recycling, which showed general environmental concerns as the main component. However, do attitudes towards the environment really matter in recycling participation? Past studies reported mixed results indicating that pro-environmental values does not necessarily translate into actual action. The low recycling rate in Malaysia somehow explains that awareness towards recycling does not mean appropriate behaviour has taken place. Social desirability answers might mislead the findings of this study and other studies as well. Perhaps specific awareness with regards to recycling could be directed towards the public by the media, education institutions, NGO's, and relevant authorities to further promote awareness. Recycling activities will not be able to sustain itself without the influence of altruistic or intrinsic motivation. Recycling should be part of a lifestyle and should not only be practiced for economic reason, enforcement of law and other extrinsic motivators. Correspondingly, the finding of this study will be able to provide information to improve current recycling strategies implemented by the Local Authority, recycling policy, improve recycling campaigns and programs based on the participants' individual answers Also, it is important to determine basic motives and attitudes of household in Kota Kinabalu on recycling in order to implement an effective community recycling project. It is hoped that by knowing people's behaviour on recycling activities would help to overcome waste management problems hence the success of waste management project in the future. This study needs to be replicated for future research targeting household at rural areas or larger volume of data needs to be gathered in order to represent a general population. Due to the number of people endorsing pro-environmental attitudes, future research should investigate deeper into the relationship between pro-environmental attitudes and recycling behaviour among households. Since this study is using open ended questions, participants are able to response spontaneously. For this reason, responses are not bias as close ended question without suggesting responses to participants. Additionally, relevant parties can make use of the responses given to develop further towards a strong recycling mentality society in Malaysia.

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Table 1  
Profile of Participants

Variables	Frequency(n)/ Mean	Percent (%)/ Standard Deviation
<b>Gender</b>		
Male	184	37.9
Female	301	62.1
<b>Age</b>		
18-75	30.67	9.41

<b>Marital Status</b>		
Single	269	55.5
Married	208	42.9
Other Single	8	1.6
<b>Types of Living</b>		
Bungalow	27	5.5
Terraced	142	29.3
Semi-detached	22	4.5
Apartment	139	28.7
Village house	155	32.0
<b>Household size</b>		
1-17 people	5.34	2.36
<b>Recycling facilities availability at the residential area:</b>		
Yes	90	18.6
No	395	81.4

Table 2  
 Summary of Main Components and Sub-Components of Household Attitudes about Recycling

No.	Main Components	Sub-components	n	%
1.	<b>General Environment Concern</b>	Environmental Protection	224	52.31
		Natural Resources Conservation	23	
		Environmental Concern	13	
		Total	260	
2.	<b>Attitudes Towards Waste Management and Cleanliness</b>	Reducing Waste	70	23.94
		Reuse	35	
		Maintain Cleanliness	14	
		Total	119	
3.	<b>Consequences of recycling to self and others</b>	Reducing Living Expenses & Waste Prevention (energy, time & space)	38	12.88
		Saving Management Cost	9	
		Monetary Benefits	17	
		Total	64	
4.	<b>Perceived Behavioural Control</b>	Ignorance	3	5.43
		Inconvenience/Convenience	9	
		Lack of awareness	15	
		Total	27	
5.	<b>Attitudes Towards Green Lifestyle and Community Wellbeing</b>	Sustainable Lifestyle	11	5.43
		Concern for the Community & Future Wellbeing	16	
		Total	27	

\*Note: Percentages shown are calculated using the total number of responses rather than the total number of respondents.

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# THE EFFECTS OF GRADE LEVEL, GENDER, AND ETHNICITY ON STUDENTS' PERCEPTION OF THE LEARNING ENVIRONMENT IN MATHEMATICS EDUCATION PROGRAM MUHAMMADIYAH UNIVERSITY OF JAKARTA

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## Abstract

The aim of this research is to know the effects of students' grade (grade 5 and 7), gender (male and female) and ethnicity (Javanese and Sundanese) on students' perception of the learning environment in Mathematics Education Program. The data used in this study was obtained through the instrument called What Is Happening In This Class (WIHIC) by using a Likert scale. In WIHIC, students learning environment is measured by seven indicators, i.e. students' cohesiveness, teacher's support, involvement, investigation, task orientation, cooperation and equity. The data was analyzed by using MANOVA (Multivariate Analysis of Variance) with SPSS software version 19. The results showed that 7th grade students with the female gender of Javanese ethnicity as the highest cooperation indicator in learning environment. Besides, simultaneous indicates that the grade, gender and ethnicity influence the students' perception of the learning environment significantly.

**Keyword:** *grade level, gender, ethnicity, learning environment, MANOVA*

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## INTRODUCTION

Education is a conscious effort and deliberately create learning environment for students to be able to actively develop their religious values, self-control, intelligence, good moral, personality, and the skills. The process of learning science and technology is developing very rapidly, so it brings a change almost in all aspects of human life. Along with the development of science and technology, human resources need to have a reliable and skilled ability in utilizing such knowledge for the betterment of the nation and state of Indonesia. Therefore, human resources of Indonesia is expected to take science and technology as well as advanced quality of faith and godly so that they can play a role in the global competition.

Indonesia needs to keep developing and improving the quality of its human resources through education as it is mandated by the preamble of the 1945 Constitution of Indonesia. But, in its process, the goal of education is still focused on the achievements of cognitive, materialistic, and economic rather than human the people both physically and spiritually. The process of education also has another important goals, i.e. developing intelligence, emotions, feelings and spiritual besides intellectual, sense, and logic. Thus, the society is less appreciate the values of humanistic, virtue, and conscience.

Mathematics education as one of the courses in the Faculty of Education Muhammadiyah University of Jakarta holds a very important role in the process of improving the quality of human resources by preparing the students to become professional and Islamic Mathematics teacher candidates. In Mathematics, improving the quality of its education becomes major priority and in line with the improvement of social competence, emotional, and intellectual of prospective mathematics teachers who will educate the people in all aspects, i.e. intellectual, spiritual, and social. The success of an education process should be assessed not only from the cognitive factor but also from the students' learning environment.

The existence of UMJ as a growing university provides an opportunity for students from different areas consisting of various tribes to study at this university. As a new Faculty of UMJ, Faculty of Education also offers study programs which are interesting for people to register. One of the study programs which interest students from various regions is Mathematics education. Both female and male students are varied from Java, Sunda, Padang, Medan, and others.

This research is aimed to investigate the characteristics of Mathematics education students from gender, ethnicity, and grades. It is hoped that by knowing the characteristics of these students well, then an appropriate learning model can be determined and implemented in the class.

## METHODOLOGY

This study applied a quantitative method. As Aliaga and Gunderson (2000) cited in Anderson, et.al. (2008) explained that "Quantitative research is explaining phenomena by collecting numerical data that analysed by using mathematics based methods (in particular statistics)".

The sample of this study were 4 classes of Mathematics Education Study Program students registered in the 3rd and 5th semester, academic year 2011-2013, in which each grade of students consist of 2 classes; AMK and BMK.

The data were collected through What is Happening in this Class (WIHIC) questionnaires which being distributed to the students in mid-year of their semester. It is an interval scale questionnaire consisting of seven dimensions as the indicators to see the influence of students' perceptions of their learning environment. The dimensions are student cohesiveness, support teacher, involvement, investigation, task orientation, cooperation and equity.

This WIHIC questionnaire was originally developed by Fraser, McRobbie, and Fisher (1996) by combining the scales from past learning environment instruments that have been proven to be useful and significant reactors of learning outcomes with scales that are salient in modern day classrooms such as cooperative learning and equity. It was highly valid and reliable when being applied in high school students (Aldridge & Huang, 1999; Zandvliet, 2004).

The results of the data was quantified by the Multivariate Analysis of Variance (MANOVA) through SPSS version 19. MANOVA is simply an ANOVA with several dependent variables. ANOVA tests for the difference in means between two or more groups, while MANOVA tests for the difference in two or more *vectors* of means. All quantitative data results then was analyzed descriptively.

## FINDINGS AND DISCUSSION

The findings can be seen on Table 1 as follows: *first*, the highest average of students' cohesiveness was on 5th grade students of male gender and derived from the Javanese ethnic 3.94, while the lowest average was on 7th grade students of male gender derived from the Javanese ethnic 3.71. Since the difference average of those two results were not very significant, then it can be said that 7th grade male students of Javanese also had the same cohesiveness as other students.

*Second*, the highest achievement of the support lecturer component reached by 7th grade students of male gender that derived from the Javanese ethnic 3.92. *Third*, male Javanese 7th grade students also had the highest average in terms of the involvement of students in the class discussion which can be seen from the results obtained of 3.50. *Fourth*, in the component of investigation or research, 5th grade students class of male gender from ethnic Javanese hit the highest average of 2.99. Smaller achievement of this research component than the students' cohesiveness, support lecturer and investigation showed that the students research in the Study Program of Mathematics Education was less active.

*Fifth*, the highest average of task orientation gained by female Javanese of 5th grade students which was 4.49. *Sixth*, female Javanese of 7th grade students performed the highest in the component of cooperation which was 4.26. *Seventh*, this group of students also gained the highest in terms of equity which was 4.09.

*Eighth*, greater value of Sig Box's M 0.472 than alpha 0.05 represented that null hypothesis of covariance homogeneity test has been met.

Further, Table 2 described both multivariate test for simultan and partial test. There were four statistical tests used, i.e., the Pillai's Trace, Wilks' Lambda, Hotelling's Trace and Roy's. Sig obtained from the statistical tests on the four independent variables. It turned out that the entire value of statistical tests was significant Manova 0,000 which showed that gender and ethnic gave significant effects on the dependent variables.

Partial of Between-Subject Effects Test obtained sig <0.05 for gender variable which covered students' involvement in class discussion, students' cooperation and task orientation. So gender variable influenced the students' participation in class discussion (involvement), students' cooperation and task orientation. Sig value of <0.05 for grade variable covered support teacher, investigation in the classroom and task orientation which meant that this variable influenced on support teacher, investigations in the classroom and task orientation. While the ethnic variable influenced on task orientation, cooperation and equity with sig <0.05.

## CONCLUSION

Based on the results found in this study, the writer forwarded the following conclusion:

1. The highest average value obtained by male Javanese 7th semester students was cooperation in terms of solving tasks in the classroom.
2. The variables of both gender and ethnic gave significant effects on students' perceptions in the learning environment.

3. Gender variable partially influenced students' perceptions of the learning environment based on students' involvement in class discussion, students' cooperation and task orientation.
4. Grade variable by partial test influenced students' perceptions of the learning environment based on the support of teacher, investigation in the classroom and task orientation.
5. In partial test, ethnic gave influences on students' perceptions of the learning environment based on the orientation task, cooperation among students and equity.
6. From the overall results it can be concluded that the 5th and 7th semester students of Mathematics Education Study Program, Faculty of Education, Muhammadiyah University of Jakarta from Java was more superior compared to other ethnics in terms of students' perceptions in the students' cohesiveness, based on learning environment, Support Teacher, involvement, investigation, task orientation, cooperation and equity.

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**Appendix**

**Tabel 1**  
 Mean of seven dimensions from WIHIC

<i>Dimension WIHIC</i>	<i>Mean</i>							
	<i>Male</i>				<i>Female</i>			
	5		7		5		7	
	<i>Javanese</i>	<i>Sundanese</i>	<i>Javanese</i>	<i>Sundanese</i>	<i>Javanese</i>	<i>Sundanese</i>	<i>Javanese</i>	<i>Sundanese</i>
<i>SC</i>	3.94	-	3.71	3.79	3.86	3.96	3.97	3.98
<i>ST</i>	3.25	-	3.92	3.00	3.11	3.10	3.24	3.27
<i>IN</i>	3.44	-	3.50	3.33	3.24	3.15	3.24	3.11
<i>INV</i>	2.75	-	2.54	2.96	2.99	2.81	2.51	2.75
<i>TO</i>	3.94	-	3.96	3.83	4.49	4.33	4.30	3.99
<i>CO</i>	3.38	-	3.71	3.46	4.24	3.92	4.26	3.85
<i>EQUITY</i>	3.81	-	4.04	3.37	3.99	3.81	4.09	3.74

SC = Student Cohesiveness, ST = Support Lecturer, IN = Involvement, INV = Investigation, TO = Task Orientation, CO = Cooperation

**Table 2**  
 Multivariate Test

Effect		Value	F	Hypothesis df	Error df	Sig.	Noncent. Parameter	Observed Power <sup>b</sup>
Intercept	Pillai's Trace	.980	2594.918 <sup>a</sup>	7.000	374.000	.000	18164.423	1.000
	Wilks' Lambda	.020	2594.918 <sup>a</sup>	7.000	374.000	.000	18164.423	1.000
	Hotelling's Trace	48.568	2594.918 <sup>a</sup>	7.000	374.000	.000	18164.423	1.000
	Roy's Largest Root	48.568	2594.918 <sup>a</sup>	7.000	374.000	.000	18164.423	1.000
GENDER	Pillai's Trace	.120	7.303 <sup>a</sup>	7.000	374.000	.000	51.123	1.000
	Wilks' Lambda	.880	7.303 <sup>a</sup>	7.000	374.000	.000	51.123	1.000
	Hotelling's Trace	.137	7.303 <sup>a</sup>	7.000	374.000	.000	51.123	1.000
	Roy's Largest Root	.137	7.303 <sup>a</sup>	7.000	374.000	.000	51.123	1.000
Grade level	Pillai's Trace	.068	3.917 <sup>a</sup>	7.000	374.000	.000	27.418	.983
	Wilks' Lambda	.932	3.917 <sup>a</sup>	7.000	374.000	.000	27.418	.983
	Hotelling's Trace	.073	3.917 <sup>a</sup>	7.000	374.000	.000	27.418	.983
	Roy's Largest Root	.073	3.917 <sup>a</sup>	7.000	374.000	.000	27.418	.983
ETHNIC	Pillai's Trace	.098	5.819 <sup>a</sup>	7.000	374.000	.000	40.734	.999
	Wilks' Lambda	.902	5.819 <sup>a</sup>	7.000	374.000	.000	40.734	.999
	Hotelling's Trace	.109	5.819 <sup>a</sup>	7.000	374.000	.000	40.734	.999
	Roy's Largest Root	.109	5.819 <sup>a</sup>	7.000	374.000	.000	40.734	.999

a. Exact statistic

b. Computed using alpha = .05

c. Design: Intercept + GENDER + ANGKATAN + ETHNIC



## THE INFLUENCE OF LEARNING STRATEGY AND SELF CONCEPT ON RESULT OF EDUCATION SCIENCE SUBJECT

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### Abstract

Learning strategy is a fusion of a sequence of instructional activities, ways of organizing the course material and students, equipment and materials, as well as the time spent in the learning process to achieve predetermined goals. The research objective is to determine the effect of learning strategies and self-concept on learning outcomes of students in Science Education course. Research using experimental methods with a 2x2 factorial design, conducted at the University of Muhammadiyah Jakarta with samples of 44 students. The results: (1) the results of student learning with cooperative learning strategies is higher than the learning outcomes of students with expository instructional strategies; (2) the learning outcomes of students with high self-concept with cooperative learning strategies is higher than the learning outcomes of students with expository instructional strategies; (3) learning outcomes of students with low self-concept with cooperative learning strategies result is lower than the learning outcomes of students with expository learning strategies; (4) there is an interaction between learning strategies and self-concept in student learning outcomes Education courses.

**Keywords:** *learning strategies, learning outcomes, self-concept*

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### INTRODUCTION

Background of research problems is to emphasize significant value inherent in the learning process, the learning strategy component holds roles not less important in comparison to other components, such as curriculum, learning matteral, governmental policy, assessment procedure, counseling program, and societal participation. Acts of Republic of Indonesia No. 20 of 2003 on National Education System state that learning process is, “Interaction process between student with teacher and learning source on a learning environment.”

Learning strategy application must be done properly and carefully. Learning material must be submitted by educator able to teach, to see the educated participant as what is supposed to do, to like the profession, and to tend to behave democratic. Learning strategy commonly applied by educator in the learning process, one of which is cooperative learning strategy. Cooperative learning strategy is more than just a learning group or working group since the learning in model of *cooperative learning* there must be stimulant structure and cooperative assignment so that they enables the occurence of interaction openly and relations in effective interdependence among group members. (Solihatin, 2007:4).

Different with a cooperative learning, another learning strategy commonly applied by educators is expository learning strategy. Expository learnings strategy is learning process more centred on the educator. (Jacobsen, Eggen, and Kauchak;2003;166). Educator becomes source and leading information provider. Educator delivers material whose source of its text and other sources dominant from the educator's experience.

Another factor able to influence psychological development of the educated participant on learning activities is the family. Family is the first and main environment for the educated participant. Family position is personality development of the educated participant that is dominant. Parent holds very significant role in flowering moral divinity and moral secularity of their brothers and daughters. These divine and secular moral could grow in self concept form of the educated participant.

Selt concept is a very significant factor and determines in interpersonal communication. Life success key is positive self-concept. Self-concept plays a very great role in determination of a person's life success, since self-concept can be analogized as an *operating system* running a computer.

## DEFINITION OF CONCEPT

### Learning Outcome of Education

**Learning Principle.** Sanjaya (2008;112) thinks that, "Learning is behavior change process as effect of experience and drill or training." another perspective thinks that, "Learning as person's process of gaining various aptitude/capacity, skill, and behavior." (Gredler:2010:1). Learning according to behaviorism theory is, "Behavior change through stimulation process and mechanic response. Since then, environment sistematic, in order, and on plan can take effect (stimulation) favourably thus human being reacts on that stimulation and gives a commensurate response." (Semiawan:2002:3)

From the above perspective then it is known that an activity where a person makes or yields a behavior change at hand on himself in sides of environment, behavior, and skill. Change pertained in this comprehension is change that relatively settles or dwells. Meaning that learning occurs if the change is permanent or fixed in relatively long period of time in a human being's life period.

**Learning Outcome.** Factors taking influence on learning outcome are differentiated upon two categories, namely internal and external factors (Baharuddin and Wahyuni;2008). Both two factors mutually affect in individual learning process thus it determines learning outcome quality.

Gagne and Briggs (1979:49-51) thinks that there are 5 categories of learning outcome capability, namely intellectual skill, cognitive strategy, verbal information, motion skill or motoric skill and attitude. Another perspective explains that in order to enable observation regarding the learning outcome, it takes classification behavior that is according to Bloom it is called by "*The Taxonomy of Educational Objectives*", that objective of learning can be classified in 3 domains, namely "Cognitive domain, affective domain, and psychomotoric domain. (Bloom; 1977:7). Cognitive domain consists of : knowledge, comprehension, application,

analysis, synthesis, evaluation. Affective domain consists of : acceptance, response, assessment, organization, characteristics. Psychomotor domain, reflects on actions for skillfully creative motions (Woolfolk;2004:435-437). Romiszowski (2002:241) emphasizes learning outcome on two aspects, namely knowledge and skill. Knowledge is related to information stored in human brain after he experiences learning process. Meanwhile skill is related to person action, either intellectual or physical action in attainment of an objective as effect of learning process. More clearly the learning outcome is mastery level achieved by student in following learning-teaching program commensurate with the educational aim enacted. (Soedijarto;2003:49).

**Education and Educational Science.** *Acts of Republic of Indonesia no. 20 of 2003 on National Education System* explains that, “Education is an effort conscious and on plan to realize learning atmosphere and learning process so that the educated participant actively develops his self-potency to possess spirit powers in religion, self-control, personality, intelligence, sublime moral as well as skill needed for individual, society, nation and state.” Educational science is to learn atmosphere and educational process. Process pertained is ways done to gain education systematically and gradually. As a conclusion, if education is a processes done in attempt of searching knowledge for human being’s self maturity in effort to deal with his life duties, thus educational science is a science to review and learn about situation and processes that occur and are implemented education.

**Learning Outcome of Education Science.** Based on numerous meanings of learning as explained above, the researches thinks that learning outcome is capability cognitive, affective or psychomotoric that can be identified from learning aim already formulated in curriculum and Learning Program Guideline.

Lecture material given in Educational science is: Philosophical Principle of Educational Science; Principle of Education; Education based on Acts of national Education System; Education according to UNESCO; Formal Object of Education Science; Material Object of Education Science; Basic Law of Education; Educational Foundation; Basic Theory of Education ; Competence Based Curriculum; *Life Long Education*; and General Problems of Education.

In this research, learning outcome of Education Science is limited on cognitive region, and material or study material to research on lecture material with discussion highlights: basic Law of Education , foundation of Education, Basic Theory of Education.

### **Expository and Cooperative Learning Strategies**

Acts of Republic of Indonesia no. 20 of 2003 on national Education System explains that, “Learning is interactional process of the educated participant with educator and learning source on learning environment.”

Kemp like as quoted Sanjaya (2008:126) thinks that, ”Learning strategy is an activity of learning that must be done by teacher and student so that learning aim can be achieved effectively and efficiently.” Cooperative learning is learning strategy with a number of student as small group member whose capability level is different. In settling out duties or assignment of group member, every student if group member must mutually collaborate and mutually help to understand learning material. On cooperative learning, learning can be said not finished yet if one of friends in a group

does not master learning material. Arends (2003:223) explains, "Cooperative learning consists of: (a) *Student Teams Achievement Divisions (STAD)*; (b) *Jigsaw* or *Puzzle*; (c) *Group Investigation* or *GI*; (d) *The Structural Approach*."

Form of cooperative learning to be reference in the research consists of some components, namely: (a) class presentation; (b) practice in group of 3-4 persons with various capabilities, type of gender, or races. Main function of group is that university student can study in maximum to master material in order to deal with the test; (c) quiz; (d) individual score improvement; (e) appreciation. Group will gain appreciation in case score of average increment meets criteria already enacted. Another strategy of learning used in the research is expository learning strategy. According to Jacobsen, Eggen and Kauchak (2003:166), "Expository learning strategy more centred on teacher." Another perspective explains, "Expository learning strategy is a form of learning approach oriented on teacher, it is said since this strategy there is teacher holding role very significant or dominant." Main stages of expository strategies: (a) information presentation; (b) test provision; (c) training or drill provision; (d) opportunity provision, to apply information already researched on situation and problem real. (Romiszowski;2002:241)

### **Self-Concept**

Self concept is individual opinion regarding who is individual self, and this can be obtained via information given by another person on individual self. Self concept can be defined in general as conviction, opinion or person assessment, feeling and individual thought toward himself encompassing capability, character, or attitude possessed by individual. (Rini, 2002:<http://www.e-psikologi.com/dewa>).

**Self concept** is determination of individual attitude in behaviorism, meaning that in case individual tends to think that it will be successful, thus this will be power or stimulation that make individual heading to success. In reverse, if individual thinks it will not be successful or it will fail, thus this is similar to prepare failure for himself. On the bottom, there are some aspects of self concepts. According to Calhoun and Acoccela self-concept consists three aspects, namely knowledge possessed by individual regarding himself, expectancy possessed by individual for himself, as well as assessment regarding himself.

## **METHODOLOGY**

Based on the aforementioned problem background, problems in this research were: (1) Did learning strategy application affect on learning outcome?; (2) Did self-concept affect on learning-outcome ?; (3) Was there interaction between learning strategy application and self-concept on learning outcome? The objective of research was to know university student's learning outcome on Education course as a learning process outcome through learning strategy application and university student's self-concept. The research was implemented on odd semester in years 2011/2012 in Faculty Education of Muhammadiyah University of Jakarta (FIP-UMJ), namely from October of 2011 to February of 2012. Method used is the experiment using 2x2 factorial design. Factorial design in this research was to compare two learning

strategies ( $X_1$ ) namely cooperative learning strategy and expository learning strategy by engaging self-concept variable as independent variable ( $X_2$ ). Whilst on the dependent variable is learning outcome of Education science (Y). For more detail, factorial design is:

Table 1  
 2 x 2 factorial design

		Learning Strategy (A)	
		Cooperative (A1)	Expository (A2)
Self-concept (B)	High (B1)	A1B1	A2B1
	Low (B2)	A1B2	A2B2

**Remark :**

1. Dependent variable : Learning outcome of Education (Y)  
 Independent variable: a. Treatment / experiment of learning strategy ( $X_1$ )  
 b. Attribute, is self-concept ( $X_2$ )
2. A1B1: Group of high-emotion intelligence student receiving teaching with cooperative learning strategy
3. A2B1: Group of high-emotion intelligence student receiving teaching with expository learning
4. A1B2: Group of low-emotion intelligence student receiving teaching with cooperative learning strategy
5. A2B2: Group of low-emotion intelligence student receiving expository learning strategy

## RESULT AND DISCUSSION

Data accumulated from learning outcome of university student that follows Education course is learning outcome score of university student who gets cooperative learning strategy (class A) and learning outcome score of university student who gets expository learning strategy (class B).

Learning outcome score of university student who gets cooperative strategy is differentiated into two groups, namely: (a) Learning outcome score of university student who gets cooperative learning strategy with self-concept is high; (b) Learning outcome score of university student who gets cooperative learning strategy with self concept is low.

Learning outcome score of university student who gets expository learning strategy also can be differentiated into two groups, namely: (a) Learning outcome score of university student who gets expository learning strategy with self concept is high; (b) Learning outcome score of university student who gets expository learning strategy with self concept is low.

Those score groups are analyzed to test hypothesis of research. For more detail, score group can be seen from the following table.

Table 2  
Score Description of Each Column and Cell

Learning Strategy		Cooperative		Expository		$\Sigma b$	
Self Concept							
High		$n = 11$ $\Sigma X = 777$ $\Sigma X^2 = 55719$ $\bar{X} = 70.64$	$n = 11$ $\Sigma X = 732$ $\Sigma X^2 = 49572$ $\bar{X} = 66.55$	$n = 22$ $\Sigma X = 1509$ $\Sigma X^2 = 105291$ $\bar{X} = 68.59$			
Low		$n = 11$ $\Sigma X = 723$ $\Sigma X^2 = 48303$ $\bar{X} = 65.73$	$n = 11$ $\Sigma X = 750$ $\Sigma X^2 = 51876$ $\bar{X} = 68.18$	$n = 22$ $\Sigma X = 1473$ $\Sigma X^2 = 100179$ $\bar{X} = 66.95$			
$\Sigma k$		$n = 22$ $\Sigma X = 1500$ $\Sigma X^2 = 104022$ $\bar{X} = 68.18$	$n = 22$ $\Sigma X = 1482$ $\Sigma X^2 = 101448$ $\bar{X} = 67.36$	$n = 44$ $\Sigma X = 2982$ $\Sigma X^2 = 205470$ $\bar{X} = 67.78$			

#### Education Learning outcome with Cooperative Learning Strategy.

Education learning outcome of university student with cooperative learning strategy held theoretical score range of 87 as high and 0 as low. In this group, respondents of 22 persons, highest score was 84 and lowest score was 51. Yet a number of total score was 1500, average calculation ( $\bar{X}$ ) was 68.18, variants was ( $s^2$ ) 83.30 and standard deviation ( $s$ ) was 9.13. from research outcome there were 4 university students or 18% of a number of university students holding grade of Education learning outcome is under grade of average class, 12 university students or 54% university students held grade of Education learning outcome is same to grade of average class, and 6 university students or 28% university students holding grade of Education learning outcome is above the grade of average class.

#### Education learning outcome of with Expository Learning Strategy.

Education learning outcome of university student with expository learning strategy held theoretical score range was 87 as highest and 0 as lowest. In this group, respondents of 22 persons, highest score was 81 dan lowest score was 51. Yet a number of total score was 1482, average calculation was ( $\bar{X}$ ) 67.36, variants ( $s^2$ ) was 76.91 and standard deviation was ( $s$ ) 8.77. From research outcome there were 6 university student or 27% of a number of university student held grade of Education learning outcome us under grade of average class, 11 university student or 50% university student held grade of Education learning outcome is same to grade of average class, and 5 university student or 23% university student held grade of Education learning outcome is above the grade of average class.

**Education Learning outcome of Self Concept is High with Cooperative Learning Strategy.** Education learning outcome of university student's self concept who studied with cooperative learning strategy held theoretical score range of 87 as highest and 0 as lowest. In this group, respondents of 11 persons, highest score was 84 and lowest score was 54. Yet a number of score of 777, average calculation ( $\bar{X}$ ) was

70.64 variants ( $s^2$ ) was 83.45 and standard deviation ( $s$ ) was 9.14. From research outcome there were 3 university student or 27.2% of a number of university student held grade of Education learning outcome is under average class, 6 university student or 54.6% university student held grade of Education learning outcome is same to grade of average class, and 2 university student or 18.2% university student held grade of Education learning outcome is above the grade of average class.

**Education Learning outcome of Self Concept is High with Expository Learning Strategy.** Education learning outcome of university student's self-concept is high with expository learning strategy and held theoretical score range of 87 as high and of 0 as low. In this group, respondents of 11 persons, highest score was 81 and lowest score was 51. Yet a number of total score was 732, average calculation ( $\bar{x}$ ) was 66.55, variants ( $s^2$ ) was 86.07 and standard deviation ( $s$ ) 9.31.

From research outcome it was known that there were 3 university student or 27.2% of a number of university student held grade of Education learning outcome is under average class, 6 university student or 54.6% university student held grade of Education learning outcome similar to grade of average class, and 2 university student or 18.2% university student held grade of Education learning outcome was above the grade of average class.

**Education Learning outcome of Self Concept is Low With Cooperative Learning Strategy.** Education learning outcome of university student's self-concept was low if learning with cooperative learning strategy and holding theoretical score range of 87 as highest and 0 as lowest. In this group, respondents of 11 persons, highest score was 81 and lowest score was 51. Yet a number of total score of 723, average calculation was ( $\bar{x}$ ) 65.73, variants ( $s^2$ ) was 78.22 and standard deviation was ( $s$ ) 8.87. From research outcome it was known that 3 university student or 27.2% of a number of university student held grade of Education learning outcome is under average classes, 6 university student or 54.6% university student held grade of Education learning outcome was similar to grade of average class, and 2 university student or 18.2% university student held grade of Education learning outcome was above the grade of average class.

**Education Learning outcome with Self-Concept is Low with Expository Learning Strategy.** Education learning outcome of university student's self-concept was slow with expository learning strategy held theoretical score range of 87 as highest and 0 as lowest. In this group, respondents of 11 persons, highest score was 81 and lowest score was 51. Yet a number of total score was 750, average calculation ( $\bar{x}$ ) was 68.18, variants ( $s^2$ ) was 73.96 and standard deviation was ( $s$ ) 8.6. From research outcome there were 3 university student or 27.3% of a number of university student held the grade of Education learning outcome is under average class, 5 university student or 45.4% university student held the grade of Education learning outcome is same to the grade of average class, and 3 university student or 27.3% university student held the grade of Education learning outcome was above the grade of average class.

**Education Learning outcome with Self Concept is High.** Education learning outcome with university student's self-concept was high and held theoretical score range of 87 as highest and 0 as lowest. In this group, respondents of 22 persons, highest score was 84 and lowest score was 51. Yet a number of total score was 1509, average calculation ( $\bar{x}$ ) was 68.59, variants ( $s^2$ ) was 85.11 and standard deviation ( $s$ ) was 9.23. from research outcome there were four university student or 18.2% of total

number of university student held the grade of Education learning outcome was under average class, 12 university student or 54.4% university student held grade of Education learning outcome was same to the grade of average class, and 6 university student or 27.4% university student held the grade of Education learning outcome was above the grade of average class.

**Education Learning outcome With Self Concept is Low.** Education learning outcome with university student's self concept was low and held theoretical score range of 87 as highest and 0 as lowest. In this group, respondents of 22 persons, highest score was 81 and lowest score was 51. Yet a number of total score was 1473, average calculation ( $\bar{x}$ ) was 66.95, variants ( $s^2$ ) was 74.05 and standard deviation (s) was 8.61.

From research outcome there were 5 university student or 22.7% of a number of university student held the grade of Education learning outcome is under average class, 10 university student or 45.5% university student held the grade of Education learning outcome is same to with the grade of average class, and 7 university student or 31.8% university student held the grade of Education learning outcome was above average class.

### Test of Research Hypothesis

Table 3

Anova on Two Channels of University Student's Education Learning of n = 44

Source of Varians	db	JK	RK=JK/db	Fh	Ft $\alpha = 0,05$
Inter-column (k)					
Learning Strategy	1	29.45	29.45	0.74*	4,06
Inter-row (b)				ns	
Self Concept	1	7.36	7.35	0.18	4,06
Interaction (bxk)	1	117.82	117.82	1.46 **	4,06
In Group	40	3217.09	80.43		
Total Reducted	43	3371.72			

Remark : \* = significant on  $\alpha = 0,05$

\*\* = significant on  $\alpha = 0,01$

ns = non significant

Based on analysis outcome of two channels variants as above, as follows: (1) Analysis result of two channels variants showed that with significance rate of  $\alpha = 0,05$  it was known that  $F_{\text{calculate}} = 0.74 < F_{\text{table}}$  was 4,06. It means that zero hypothesis ( $H_0$ ) was rejected and working hypothesis ( $H_1$ ) was received. This proves that Education learning outcome of university student who were taught with cooperative learning strategy was better than university student taught with expository learning strategy. (2) based on ANAVA calculation result of two channels shows that analysis result of two channels of intern-colum shows price of  $F_{\text{calculate}} = 0,18 < F_{\text{table}}$  was 4,06 on significance rate of  $\alpha = 0,05$ . This means  $H_0$  was rejected and  $H_1$  was received. This means Education learning outcome of university student taught with cooperative learning strategy in comparison to Education learning outcome of university student taught with expository learning strategy. (3) From the above anava

table, calculation result of  $F_{\text{calculate}}$  is smaller or lower than  $F_{\text{table}}$  or  $1.46 < 4.06$  on significance rate of  $\alpha = 0,05$ . Thus there was interaction between learning strategy with self concept on university student's learning outcome. Normality testing in this research was done by using Lilliefors test. Summary of the test normality calculation with significance rate of  $\alpha = 0,05$  on every sample group can be seen on the following table :

Table 4  
 Normality Test Result of University Student's Education Learning

Data Group	n	Lo	Lt	Remark
Group A1	22	0,164	0,182	Normal
Group A2	22	0,075	0,182	Normal
Group B1	22	0,096	0,182	Normal
Group B2	22	0,088	0,182	Normal
Group A1 B1	11	0,157	0,249	Normal
Group A2 B1	11	0,131	0,249	Normal
Group A1 B2	11	0,124	0,249	Normal
Group A2 B2	11	0,112	0,249	Normal

remark:

- Group A1: Education learning outcome of university student obtaining cooperative learning strategy
- Group A2: Education learning outcome of university student obtaining expository learning strategy
- Group B1: Education learning outcome of university student with high self-concept
- Group B2: Education learning outcome of university student with low self-concept.
- Group A1 B1: university student with high self concept and gains cooperative learning strategy
- Group A2 B1: university student with high self concept and gains expository learning strategy
- Group A1 B2: university student with low self concept and gains cooperative learning strategy
- Group A2 B2: university student with low self concept and gains expository learning strategy

Price of calculate (Lo) for all sample groups is indeed smaller than table price (Lt), with conclusion such as this research sample came from ini population with normal distribution.

## CONCLUSION

1. Overall, university student's learning outcome in education course in study of cooperative learning strategy is higher than university student's learning outcome with expository learning strategy. Based on this finding, it concludes that in order to increase university student's learning outcome in education course can take cooperative learning strategy.
2. University student's learning outcome in Educatio course in possession of high self-concept is better than university student in possession of low self-concept, based on the finding, it concludes that self-concept in addition affects on achievement level of university student's learning outcome in Education course.
3. For university student in possession of high self concept, university student's learning outcome in education course in study of cooperative learning strategy is

higher than university student's learning outcome with expository learning strategy. Therefore, in increasing university student's learning outcome in Pendidikan course in possession of high self-concept can be conducted by using cooperative learning strategy.

4. For university student in possession of low self-concept, Education learning outcome of university student with cooperative learning strategy is lower than Education learning outcome of university student with expository learning strategy. Therefore in order to increase learning outcome of university student in Education course in possession of low self-concept can be conducted by using expository learning strategy.
5. There is interaction influence between learning and self-concept on university student's learning outcome in Education course. From this finding, it concludes that in order to increase university student's learning outcome in Education course in possession of memiliki high self concept can be done with cooperative learning, whilst for university student holding low self concept, can be done with expository learning strategy.

### SUGGESTION

1. For lecturer. In effort of increasing Education learning outcome in FIP UMJ it is suggested for lecturer staff to apply for cooperative learning strategy and to increase university student's self-concept.
2. For faculty management board. Faculty management is suggested to provide opportunity and chance for lecturer to conduct research in attempt to increase university student's learning outcome in all lectures such as encouraging and providing stimulation as well as support to lecturers in order to apply learning strategy commensurate with the possessed capability.
3. For researcher. To other researchers it is aimed to continue this research and or apply cooperative learning strategy and suggested to pay attention on margins or limitations of this research so that outcomes obtained can be accountable.

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## **THE USE OF 'STRENGTHS AND DIFFICULTIES QUESTIONNAIRE' IN MEASUREMENT OF SOCIAL AND EMOTIONAL COMPETENCE IN CHILDREN**

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### **Abstract**

Social and emotional learning is a new issue in education. In the last few decades, various social and emotional learning programs have been developed, particularly in the United State and the United Kingdom. These programs are also supported by scientific researches which highlighted the main benefits obtained as a greater success academically and professionally, increase positive behavior, increase admissions to academic centers, enhance learning, growth and increasing social cohesion mental health (Weare, 2003). A meta-analysis found that children who received social and emotional learning display more positive attitudes towards school and the average percent increase in standardized achievement tests than students who did not receive such instruction (Durlak & Weissberg, 2010; Durlak & Weissberg, 2011). The study showed that socio-emotional learning programs are effective in both school and after-school settings whether the child has or without behavioral and emotional problems (Durlak, Weissberg & Pachan, 2010). This research will adopt the instruments of Strengths and Questionnaire difficulties using descriptive data analysis. There are five scales to be viewed as followed: Scale Emotional symptoms, Conduct Problems Scale, Scale Hyperactivity, Peer Problems Scale and Prosocial Scale. This preliminary study aims to compare the findings of social and emotional competence among students aged 11-12 years old. About 149 students in one primary private school were involved in the study.

**Keywords:** *competence, Socio-Emotional*

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### **INTRODUCTION**

Socio-emotional development refers to the development of emotional and social aspect in a child's environment. This includes various social skills that are necessary to be learned by children to engage in their everyday activities. A child needs to learn how to socialize and engage with other children and through that, society. A person's childhood introduces them to their first experience and opportunity in socializing with their friends (other children) and community. Socio-emotional learning is a skill that should be considered by various parties, especially within the field of education. Programs of socio-emotional learning have long been established in large countries such as the United Kingdom and the United States. Such programs are supported by scientific research that highlights the main benefits obtained as a greater success academically and professionally, increase positive behavior, increase access to academic centers, increase learning, the growth of social cohesion and increase mental health (Weare, 2003).

A meta-analysis research found that children who received social and emotional learning have a more positive attitude towards school and the average percent increase in standard achievement tests compared with children who did not receive such instruction (Durlak & Weissberg, 2010; Durlak & Weissberg, 2011). The study shows that socio-emotional learning programs are effective in both school and after-school settings whether the child has or without behavioral and emotional problems (Durlak, Weissberg & Pachan, 2010).

In classrooms, the socio-emotional aspect is very important to create harmonious conditions that encourage effective teaching and learning. Learning activities require students to interact with others, self-forming, self-respect and self control. Therefore, socio-emotional development in children is defined as a process of interaction and adaptation in the community. Thus, socio-emotional learning in children by teachers is essential to a child's development and should be focused in a holistic manner by the Philosophy of Education in order for it to be realized and affect a child's learning and enabling them to learn how to properly control their emotions, thoughts and actions in order to adapt within the classroom. Socio-emotional development begins with children's ability to understand and manage their own emotions and allow them to understand the needs, emotions and thoughts of others so they are able to build social skills in a classroom with diverse backgrounds in a friendly and harmonious method.

The teacher plays a very important role in the management of socio-emotional development, with emphasis on the ability and confidence of children to interact with their peers in the classroom, especially for a class that has a wide variety of cultures and backgrounds. Teachers need to manage socio-emotional development of its students effectively. Failing to do so will have a negative impact on the children's achievement. Some aspects may occur when socio-emotional management is not done such as: teaching and learning process will be interrupted; classroom climate is not conducive and having a disastrous effect on the overall performance; mental stress to children and teachers; children feeling disturbed and uncomfortable; and children have difficulty to focus on teaching and learning activities.

## METHODOLOGY

This preliminary study adopted Strengths and Difficulties Questionnaire (SDQ) (Goodman, 1997) with a descriptive analysis of the data. There are five scales to be seen as followed: Emotional Symptoms Scale, Conduct Problems Scale, Hyperactivity Scale, Peer Problems Scale and Prosocial Scale. This preliminary study is to examine the extent of social and emotional competence among students aged 11-12 years. A total of 149 children in one of the private schools were involved in the study.

**Sample.** A total of 149 students with 91 boys and 58 girls were involved in the study in one of the private schools in Kota Kinabalu Sabah.

**Instrument.** The SDQ is a simple screening tool to obtain information on aspects of positive and negative behaviors among children and adolescents. In this preliminary study only self-report of children were administered. SDQ up of 25 items was divided into 5 scales, and each scale has five items each. The scales are hyperactivity, emotional symptoms, Conduct problems, peer problems and prosocial behavior. There are three possible answers for each item, each of which is assigned a value of 0, 1 or 2. The score for each scale is generated by adding up the scores on the five items within that scale, producing scale scores ranging from 0 to 10. A total difficulties score is derived by adding the scores of each of the scales, except the prosocial behavior scale, producing a total score ranging from 0 to 40. For this analysis the SDQ total difficulties score has been dichotomised into 'normal' (0- 13), 'borderline' (0-16) and 'high' (17-40), following the recommendations of its author.

### RESULT AND DATA ANALYSIS

The preliminary study showed the following findings:

Table 1  
 Results for the total SDQ score

TOTAL SCORE	NORMAL
	0-13
Emotional Symptoms Score	1.2
Conduct Problems Score	1.4
Hyperactivity Score	1.9
Peer Problems Score	2.5
Prosocial Behaviour Score	3.3

Overall, results for the total SDQ score for five scales as shown in the table 1 are in the normal ranging from 0-13. Nevertheless, differences can be seen through an analysis of the findings based on the findings of the items in each sub-scale.

Table 2  
 Results for Emotional Symptoms scale

Emotional Symptoms Score	Finding	Frequency	percent
Often complains of headaches, stomach-aches or sickness	Not true	83	56
Many worries or often seems worried	Somewhat true	52	35
Often unhappy, depressed or tearful	Not true	88	59
Nervous in new situations, easily loses confidence	Somewhat true	62	42
Many fears, easily scared	Somewhat true	62	42

In Table 2: Results on 'somewhat true' if viewed individually show in abnormal levels. Negative emotional symptoms that need attention and assistance to children's so

that the emotional development is not stunted. The findings show that 35 per cent are children who are always worried. Meanwhile, a total of 62 children often feel anxious in a new environment as well as easy to lose confidence and 42 percent have experienced a lot of fear and easily frightened.

Table 3  
Results for Conduct Problems scale

Conduct Problems Score	Finding	Frequency	percent
Often has temper tantrums or hot tempers	Somewhat True	59	40
Generally well behaved, usually does what adults request	Somewhat True	82	55
Often fights with other youth or bullies them	Not True	105	70
Often lies or cheats	Not True	72	48
Steals from home, school or elsewhere	Somewhat True	71	47

In Table 3: it is seen that the results for the Conduct Problem subscale Score showed two negative statement experienced by children. The first, often has temper tantrums or hot tempers that approximately 40 percent of children experience. This shows that most of the children in these schools often have feelings of anger. However, the behavior of stealing, whether at home, school or anywhere found 71 children admitted they act. This habit should be considered to prevent the corruption of children in the future.

Table 4  
The results for the Hyperactivity scale

Hyperactivity Score	Finding	Frequency	percent
Restless, overactive, cannot stay still for long	Somewhat True	61	41
Constantly fidgeting or squirming	Not True	74	50
Easily distracted, concentration wanders	Somewhat True	73	49
Thinks things out before acting	Somewhat True	71	47
Good attention span, sees work through to the end	Somewhat True	76	51

Table 4 displays the results for the Hyperactivity scale. The item of 'restless, overactive, cannot stay still for long' showing the results of 41 percent and the item 'easily distracted, concentration wanders' about 49 percent. This situation should be noted by the teacher so that the learning environment of children can be assisted.

Table 5  
 Results of the Peer Problems scale

Peer Problems Score	Finding	Frequency	percent
Would rather be alone than with other children	Not True	81	54
Has at least one good friend	Certainly True	117	79
Generally liked by other children	Somewhat True	72	48
Picked on or bullied by other children	Not True	101	68
Gets along better with adults than with other children	Somewhat True	65	44

Generally, the findings in Table 5 for the peer problems subscale score indicates the likelihood of each child has at least one good friend that 117 children agreed. About 81 children do not like to play alone and about 72 children agreed that to give and take with other children can create happiness and calm. A total of 65 children admitted they are more easily communicated with adults.

## DISCUSSION

The overall results show that the results are within the scope of the normal level of 0-13. However, when viewed individually based on the frequency and percentage score it indicates the level of borderline or abnormal. From the findings and analysis based on the items in the scale showing the school needs to take action to help children who tend to the emotional and social negative. Social and emotional development of children occurs since in childhood and the development occurs simultaneously with the physical and mental development. Socio-emotional development of children is included self-concept; self-acceptance; relationship between the child with other children; relationship between the child and the relationship with teachers of children in the group. All children will feel that they are the best. Children who have a positive self-concept can accept their own strengths and weaknesses.

In this age of globalization, many children's programs are available to maintain self-awareness and positive self-concept. When a child is praised by people surround, children will be happy and will accept the compliment with delight. From here, children can learn to accept themselves even what they do not like other people. Self-concept is very important for children and it is equally important for adults. Children also need encouragement the same as adults. Children need encouragement and emotional safe environment to express them creatively.

Child relationship with other children occurs when after a child has accepted another child in her life. The school should provide affordable space to encourage children to learn and exchange ideas with other students in harmony. Children who are feeling the pressure of life have potential to express their feelings through vandalism. Teachers need to understand how children feel so that they can help solve their problems.

## CONCLUSION

This preliminary study in one of the private schools in urban areas is able to demonstrate the importance of knowing the level of socio-emotional competence of children so that the management and socio-emotional learning can be organized. Children need to be educated about the interaction and adaptation in a multi-cultural society. In addition, the teacher's role is very important in the management of socio-emotional development, with emphasis on students' ability and confidence in promoting social interaction and emotional control children naturally.

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## **TOUCHING LIVES AND TRANSFORMING COMMUNITIES: MALAYSIA'S COMMUNITY ENGAGEMENT EFFORTS IN ASEAN**

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### **Abstract**

The landscape of Malaysia's higher education system places a lot of emphasis on internationalisation whereby the government seeks to set a new benchmark in the development of human capital by empowering higher education through global engagement. "Malaysia's Global Reach" programme is one of such efforts formulated by the Malaysian government under the National Higher Education Strategic Plan (NHESP) which marks the new level of the country's commitment towards regional and international higher education collaborations, particularly within ASEAN. The initiative comprises various strategic programmes and initiatives which are implemented under six clusters, namely MyExpert, MyAlumni, MyFellow, MyCommunity, MySkill, and MyOdyssey. This paper presents projects that have been conducted under each cluster of the Malaysia's Global Reach programme in fostering relationships at international level, specifically the partnering ASEAN countries. The first part of the paper explains the background of the "Malaysia's Global Reach" Programmes and each cluster involved. The second part of the paper highlights several achievements by each cluster in order to realize the country's aspiration. The final part of the paper presents the recommendations and future challenges for Malaysia in extending a helping hand to the ASEAN communities for mutual benefits.

**Keywords:** *Global outreach, Community engagement, Higher education, Internationalisation, Malaysia, ASEAN*

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### **INTRODUCTION**

Due to the profound impact of globalisation, the Southeast Asia region has without exception positioned itself as an important zone for the expansion of multinational and transnational companies. However, besides opportunities, globalisation also creates challenges to the regional development. The forces of globalisation require a closer regional integration for the Southeast Asian countries in order to remain competitive in the global economy. This need for regional co-operation has led to the formation of various organisations such as Association of Southeast Asia (ASA), Maphilindo (a combined name of Malaya, the Philippines, and Indonesia), and South East Asia Treaty Organization (SEATO) (Lee, 2006). However, Lee added, most of them ended not much in a success. Moreover, regional challenges that stemmed from colonial times, such as the division between countries, deprivation of diplomatic relations, and continuous political disputes continue to become barriers to a successful regional integration (GlobalEDGE, n.d.). This has called for an effective organisation

that could forge for a regional co-operation and unite the Southeast Asian countries through joint efforts in promoting economic co-operation as well as the welfare of the peoples in the region.

In line with this need, the Association of Southeast Asian Nations (ASEAN) was formed as an alliance in promoting economic and political cooperation as well as regional stability (ASEAN, 2014). Historically, ASEAN was established on 8<sup>th</sup> August 1967 in Bangkok, Thailand with the signing of the ASEAN Declaration, or the Bangkok Declaration (ASEAN, 2014). The declaration proclaimed that ASEAN represented “the collective will of the nations of Southeast Asian to bind themselves together in a friendship and cooperation and, through joint efforts and sacrifices, secure for their peoples and for posterity the blessings of peace, freedom and prosperity” (ASEAN, 2014). Among of the objectives of ASEAN establishment were to accelerate the economic growth, social progress, and cultural development in the Southeast Asia region, as well as to promote regional peace and stability, active collaboration, and mutual assistance of common interest among the members (ASEAN, 2014). Early in its establishment, ASEAN was only joined by five Southeast Asian countries, namely Indonesia, Philippines, Malaysia, Singapore, and Thailand (ASEAN, 2014). Foreign Ministers of the respective countries during that time, i.e. Adam Malik of Indonesia, Narciso Ramos of the Philippine, Tun Abdul Razak of Malaysia, S. Rajaratnam of Singapore, and Thanat Khoman of Thailand, are considered as the organisation’s Founding Fathers who had the foresight of building a community of and for all Southeast Asian countries (Xiamen University, 2014). Later, Brunei joined in 1984, followed by Vietnam in 1995, Laos and Myanmar in 1997, and finally Cambodia as the tenth member of ASEAN in 1999 (Nesadurai, 2008).

For more than three decades, ASEAN has successfully maintained regional peace and stability in the Southeast Asia region and established itself as a regional organisation with significant contributions that bring attentions of the rest of world (Kivimäki, 2001). In fact, it is now considerably the most successful inter-governmental organisation in the developing world (ASEAN, 2014) which manages to integrate all Southeast Asian nations into one region of a shared ecosystem (Koh & Robinson, 2002). Until now, the organisation has demonstrated its capacity in building effective co-operation among those involving countries. For instance, ASEAN is considerably successful in shaping a common framework for regional environmental policy and also in establishing a basis for capacity building throughout the region (Koh & Robinson, 2002). ASEAN also provides a platform for effective co-operation on the economic growth of the Southeast Asia region; partly due to its strategic location in the dynamic Asia region with generally robust economic growth, good macroeconomic fundamentals, abundance of natural resources, and wide-ranging productive capabilities (Chia, 2013). The ‘ASEAN Community’ is thus established in 2007 as a shared vision for the Southeast Asian nations to look outward and to live in peace, stability and prosperity, bonded together in partnership in dynamic development and in a community of caring societies (Billah, 2014). The vision is to be realised by 2015 in order to provide a new arena for the circulation of capital from international capitalism and acts as a new social platform for the Southeast Asian communities (Wirasenjaya & Herningtyas, 2013). Founded on the three pillars of political and security community, economic integration, and socio-cultural cooperation, the formation of ‘ASEAN Community’ is aimed to enhance people-to-people relations and expand existing markets in the region (A. Azim, 2014).

However, achieving such vision is not an easy ride. As Severino (2006) stated, “building a genuine ASEAN Community is a difficult, long term endeavor” (p.250). Notwithstanding its beneficial points, there are also diverse challenges in establishing the ‘ASEAN Community’ as well as concerns on its implications for all involving Southeast Asian countries. Southeast Asia is an area of growing civil society groups due to the increasingly fast, easy and open human migration in the region (Wirasenjaya & Herningtyas, 2013). Thus, this gives rise to diverse challenges in terms of political, economic, and social diversity, as well as challenges in building a solid community of citizens that holds ASEAN to its precepts (Pitsuwan, 2013). Moreover, according to Guerero (2010), the biggest challenge in establishing the ASEAN Community is in ensuring the commitment of the member countries to move the process forward, in which this effort requires the openness and willingness of ASEAN and the political will of its leaders to see through the attainment of its objectives. Ultimately, ASEAN can only move forward if the people and citizens of the ten member countries support and help each other. By this, it is therefore important to build an effective mechanism to bridge the regional communication gap and thus support such collaborative efforts among the regional community. At the same time, Malaysia’s new role in taking lead in ASEAN by 2015 when the Association becomes a Community has called for urgent needs for the country to relook at how integrated efforts for ASEAN development can be facilitated through regional community engagement.

The aim of this paper is to share Malaysia’s experiences in contributing for ASEAN development through its global reach higher education programme and discuss the extent to which the programme has succeeded in facilitating community engagement at regional and international levels. Challenges and way forward for Malaysia to champion its global reach programme are also discussed.

### **Malaysia’s Global Reach: Malaysia’s Efforts for ASEAN Development**

**Malaysia’s Higher Education and Global Engagement.** Community engagement presents an opportunity for a country not only to earn excellent reputation in serving the community needs, but also to extend its community outreach regionally and globally. Malaysia is no exception. To date, Malaysia has made several significant contributions which reaffirm its commitment as a responsible member of the international community, particularly among Muslim countries as well as other neighbouring Asian countries. For instance, Malaysia embarked on a modest programme of cooperation with other developing countries through the Malaysian Technical Cooperation Programme (MTCP) in which the programme provided capacity building to developing countries to enable them to participate effectively in the global economy (EPU & UNCT, 2005). Malaysia has also contributed to the Muslim communities in other developing Muslim countries through its non-governmental organisations (NGOs), such as SALAM and MERCY Malaysia which provide aid and emergency relief assistance to other developing countries (EPU & UNCT, 2005). Arguably, Malaysia may be said to be standing on a solid ground to lead global community engagement initiatives, particularly in the Southeast Asia region. Mutual sharing and exchanging knowledge are seen as an effective mechanism for Malaysia to facilitate the countries involved to strive together in a competitive global platform. This is where the higher education sector comes in as the main actor in directing Malaysia towards realising the ASEAN Community vision and achieving its Vision 2020.

Towards realising the national ambition through the Higher Education sector, the National Higher Education Strategic Plan (NHESP) was formulated and launched by the Malaysian Ministry of Education (MOE) in 2007 to empower higher education for the benefit of national development, as well as to transform the country into a hub of international higher education. The plan aims to build a higher education environment that is conducive to the development of a superior centre of knowledge as well as to generate individuals who are competent, innovative, and of noble character to serve the needs of the nation and the world (Rozinah, 2012). Of particular interest in Malaysia's education hub development is the internationalisation of Higher Education Institutions (HEIs) in Malaysia. The NHESP consists of several phases of implementation that began in 2007 and continues until 2020. Phase 1 (from 2007 to 2010) focused on building the foundation required for the transformation of higher education in Malaysia. This phase has contributed to enhance the capacity of higher education system in attracting many international students to pursue higher education in Malaysia (Abdul Razak et al., 2011).

Phase 2 (from 2011 to 2015), labelled as NHESP 2, aims to strengthen the base developed previously in Phase 1 as well as to formulate an effective strategy through the use of the soft power approach (Rozinah, 2012). NHESP 2 acts as a guide to develop the internationalisation initiative agenda at the regional, international, and global levels (Rozinah, 2012). Since it commences from the Critical Agenda Project (CAP) under NHESP, the outcomes throughout Phase 2 will be capitalised to strengthen and enhance the internationalisation agenda in engaging with the partnering countries. Global engagement is seen as a new internationalisation dimension of NHESP 2.

**Malaysia's Global Reach: a New Dimension.** In line with the internationalisation agenda of NHESP 2, the "Malaysia's Global Reach" programme has been implemented by the Department of Higher Education, Ministry of Education Malaysia (MOE) to provide complementing strategies of NHESP 2 in positioning Malaysian higher education on the global map. Malaysia must undergo a paradigm shift so that its aspiration to become a regional and international hub for education can be realised. As such, "Malaysia's Global Reach" is seen as an interim preparation for Malaysia to enhance its influence as a progressive country before the internationalisation process is fully attained (Abdul Razak et al., 2011). This programme enables Malaysia to play a key role in global engagement in higher education.

The aim of "Malaysia's Global Reach" is to position higher education in Malaysia in the hearts of the people of the preferred partner countries (Abdul Razak et al., 2011). Global engagement is seen as an effective mechanism for Malaysia to use her experience in facilitating sustainable and transformative development of the higher education sector, in line with the Prosper-Thy-Neighbour policy to introduce the developmental gap amongst members of ASEAN countries (Abdul Razak et al., 2011). The programme utilises the soft power approach to develop the trust and confidence of partner countries towards the capability of Malaysia's higher education which is facilitated through several internationalisation activities, such as mobility programs, service learning, and collaboration in education and training (Knight, 2013). Soft power from the perspective of higher education refers to "the capabilities and intentions of HEIs to capture the hearts and minds of local and international stakeholders to collectively accept values, ideologies, and cultures of learning that can benefit communities" (Abdul Razak et al., 2011, p.18). The framework for soft power, as stated

by Abdul Razak et al. (2011), comprises four principles, which are: appropriateness, affordability, accessibility, and availability.

Various strategic programmes and initiatives have been designed to push forward the Malaysia's global outreach agenda. Three stages of implementation that cover capacity building, making a difference, and giving back were planned to achieve the aims (Rozinah, 2012). The first stage is Capacity Building. The focus is on assessing the needs and identifying areas that will enhance the developmental potential of the preferred partner countries. The second stage is Making a Difference. In this stage, the programme moves towards developing and strengthening collaborative exchanges and partnerships for empowerment. Another focus of this stage is on creating the synergy, new knowledge, and new mechanisms of cooperation from the knowledge sharing activities. The third stage, i.e. Giving Back, depends on the success from previous stages which will indicate Malaysia's capacity in leveraging on the collaboration for mutual benefit.

In terms of structure and governance, as illustrated in Figure 1, the "Malaysia's Global Reach" programme is managed under the governance of Ministry of Education, Malaysia (MOE). The National Higher Education Research Institute (NaHERI) and Education Malaysia are tasked to coordinate the programme collaboratively. NaHERI, as the secretariat of the programme, plays a crucial role to coordinate and monitor the implementation of each activity periodically in order to ensure that the main objectives of NHESP 2 can be achieved. The "Malaysia's Global Reach" programme constitutes six clusters that are committed to make paradigm shift in higher education through expert sharing, diplomatic bonding, community exchange, student and institutional fellowship as well as skills and technology transfer among the partner countries. The clusters are as follow (Abdul Razak et al., 2011):-

- **MyExpert** : a cluster on "Strengthening Global Engagement through Knowledge Sharing" which creates an information bank and cultivates a talent pool from Malaysia and preferred partner countries for global engagement
- **MySkill** : a cluster on "Knowledge and Skills Hub Creation through Internationalisation" which aims to widen the access of education through the provision of continuous education with the acquisition of diploma, degree, and other levels of education
- **MyAlumni** : a cluster on "Leveraging on Student Alumni Relations towards Internationalisation" which aims to strengthen the HEIs' relationships with their alumni so that they can contribute back to the institutions by promoting Malaysian HEIs in international market
- **MyFellow** : a cluster on "Enhancing World Presence through Contribution and Reputation" which acts as a strategic plan to develop diplomatic relationships with the ultimate objective to strengthen diplomatic ties and instil positive feelings about Malaysia
- **MyOdyssey** : another cluster on "Enhancing World Presence through Contribution and Reputation" which represents a journey to showcase the uniqueness of Malaysia in collaboration with respective government agencies, including a focus on technical and vocational education and training programmes
- **MyCommunity**: another cluster on "Enhancing World Presence through Contribution and Reputation" which aims to channel resources to promote and

position Malaysia as a caring and sharing country, and thus represents the initiative planned to advance this Malaysian outreach programme

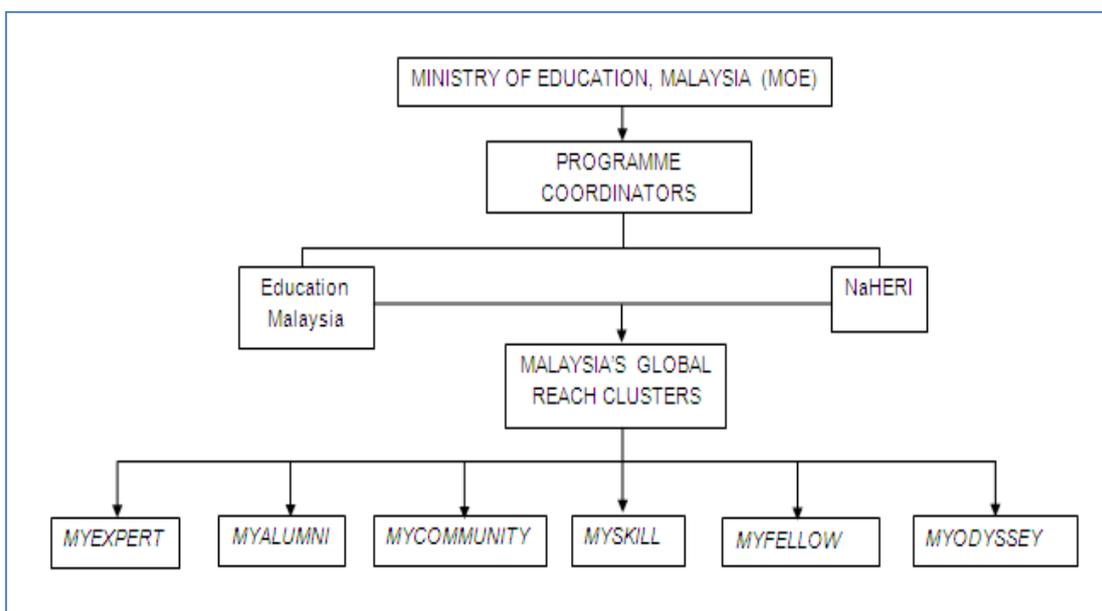


Figure 1: The Structure of the Governance of “Malaysia’s Global Reach”

**The Contributions of “Malaysia’s Global Reach” Programme.** Engaging with bottom billions is central to the Malaysia’s global reach agenda. Phase 2 of NHESP has clearly indicated the contribution of Malaysia’s global reach to Southeast Asian countries, particularly Myanmar, Lao PDR, Vietnam, and Indonesia (Abdul Razak et al., 2011). The “capturing hearts” concept used in this global reach programme is believed to be the enabler to a successful dissemination of collaborative efforts in the higher education sector within the Southeast Asia region. Each cluster in the “Malaysia’s Global Reach” programme has made significant contributions to the ASEAN regional development through various community engagement initiatives. Several significant contributions which are achieved by the clusters are described as follow:

- *MyExpert*

The MyExpert cluster works on strengthening global engagement through knowledge-sharing programme. The “Prosper-Thy-Neighbour” concept is used to enhance the level of cooperation and collaboration between Malaysia and her preferred partner countries in Southeast Asia. Knowledge-sharing process is seen as a sustainable way for global engagement since it leads to social transformation and empowerment within each preferred partner countries (Abdul Razak et al., 2011).

Even within the short span of its existence, MyExpert has charted a number of major achievements in contributing to ASEAN through global engagement. For instance, MyExpert has made a series of initiatives involving the Cambodia, Laos, Myanmar, Vietnam (CLMV) countries and Indonesia whereby databanks containing a list of activities and experts from Malaysia and those countries who are involved in certain key subject areas have been successfully established. This

initiative is a part of the cluster's efforts in facilitating transnational academic collaboration through the establishment of the databanks as referral points for those who seek for collaborative partnership with the ASEAN experts (NaHERI, 2014).

In addition to the cluster's engagement with ASEAN countries, MyExpert also has cultivated a web of linkages with other Third World countries through knowledge sharing, innovation dissemination, and nurtured creativity (NaHERI, 2014). Recently, MyExpert in collaboration with MOE, Africa-Asia Development University Network (AADUN), Education Malaysia, NaHERI, as well as other HEIs has organised the Malaysia-Africa Summit 2014 with a theme of "Enhancing Malaysia-Africa Engagement: Reshaping the Global Discourse on Education and Development". The summit has provided an avenue for promoting greater engagement between Malaysia and Africa which in turns shed some lights on how the South-south cooperation can contribute to the regional development of Southeast Asia through greater academic exchanges between Asian and African scholars.

- *MySkill*

The MySkill cluster is dedicated to bring positive outcomes to the socio-economic growth in the developing nations through the provision of skills training and technology transfer. MySkill is forging itself as a niche in the regional skills training, knowledge transfer, and technology sharing arena (NaHERI, 2014). In achieving the aim, the cluster ensures that it is well equipped with expertise in various fields, ranging from Chemical Sciences, Food, Technology, to Language and Vocational Training so that it will be able to serve communities in need of particular skills in the country, as well as other partner countries (NaHERI, 2014).

MySkill's involvement in different countries, particularly the SouthEast Asian countries, for diverse projects has transformed the cluster into a serious player in technical capacity building in the region. One of the key achievements of MySkills for SouthEast Asian countries is its first international foray in Vientiane, Lao PDR whereby the team had a productive exchange with officials from Ministry of Education and Sport, as well as representatives from Vocational Education department in the country. The global engagement activity has provided collaboration potentials between polytechnics and community colleges in both countries in various possible areas, such as Information Technology (IT), building and construction, business management, and electric and electronics (NaHERI, 2014).

Other than that, MySkills also focuses its global engagement efforts on another developing country in Southeast Asia, i.e. Myanmar, whereby the cluster has successfully arranged a series of high-powered meetings and discussions with officials and representatives of respective ministries, agencies, and companies on economic and human capital developments of Myanmar. The meetings managed to put urgency for Myanmar to provide training and higher education services in order to fulfill the skill-building needs of the local communities in the country (NaHERI, 2014).

- *MyAlumni*

The MyAlumni cluster is another initiative by the MOE under the "Malaysia's Global Reach" programme. The cluster leverages on its expertise and networks

in order to project Malaysian HEIs as purveyors of change and innovation at international level, particularly within CLMV. As such, the cluster progresses on building bridges with their local alma masters and establishing networks with peers in other HEIs in the region (NaHERI, 2014).

MyAlumni has thus far made giant strides in refurbishing the image and positioning Malaysia as a quality regional education hub. For instance, the cluster has successfully launched the Malaysia Alumni Council as an organisation helmed by experts to plan and implement various initiatives that will enhance Malaysia's role as a regional hub in the transfer of knowledge and expertise through collaborative endeavours in the region (NaHERI, 2014). Moreover, in 2013, MyAlumni has also founded two trans-national organisations in CLMV countries, namely MyAlumni Council of Cambodia and MyAlumni Council of Vietnam. These organisations serve as umbrella organisations that can facilitate and nourish existing and future partnership and engagement amongst alumni in both nations (NAHERI, 2014).

To date, MyAlumni has successfully developed a database containing details of international alumni who are linked to 76 HEIs in the CLMV quartet (NaHERI, 2014).

- *MyFellow*

MyFellow acts as a strategic plan to develop diplomatic relationships towards strengthening diplomatic ties and instilling positive feeling about Malaysia. The core objective of MyFellow is to foster diplomacy and goodwill through the promotion of positivism, cooperation, and understanding. The cluster is devoted to spread the message of peace by establishing the bonds of friendship via the cultivation of diplomatic ties, the initiation of ambassadorial exchanges, the organisation of student interactions, as well as the implementation of capacity building initiatives (NaHERI, 2014).

Such global engagement initiatives have yielded encouraging outcomes in terms of leadership and cooperation development among youths in the partner countries, including in Southeast Asia. As an example, MyFellow has successfully conducted the Aceh-Malaysia International Youth Seminar as an effort to connect youths of diverse backgrounds and to develop their leadership capabilities. The cluster also managed to build another capacity building initiative, which is the Malaysia-Southern Thailand Young Leaders Dialogue involving young leaders, members of academia, and activists from both countries. The programme fostered effective cooperation among participants as they managed to identify potential collaborative projects related to politics, economics, and religion in the region (NaHERI, 2014).

- *MyOdyssey*

The MyOdyssey cluster is dedicated towards showcasing Malaysian higher education programmes on the global stage. The cluster also highlights the expertise from Malaysia's tertiary educational institution in the areas of student development, internationalisation, research and development, as well as technical, vocational and training, i.e. TVET (NAHERI, 2014). MyOdyssey works closely with respective Malaysian government agencies, such as Ministry of International Trade and Industry (MITI) and Ministry of Tourism Malaysia (MOTOUR) (Abdul Razak et al., 2011).

Like other clusters of “Malaysia’s Global Reach” programme, MyOdyssey also has several key achievements in serving to the communities in the partner countries. For instance, the cluster has successfully organised a roundtable discussion in conjunction with the 9<sup>th</sup> ASEAN Society TVET Conference in 2013 involving senior managers from participating countries to discuss TVET related issues. As an outcome of the event, a blueprint for the establishment of the International TVET Association of Malaysia to serve and advise partner countries has successfully been documented (NaHERI, 2014). Apart from the regional perspective, the cluster also managed to build global engagement with other Muslim countries whereby the cluster conducted a video production course for students from the Islamic University of Gaza, Palestine (NAHERI, 2014). The participants were trained with various professional skills in producing videos. Such effort indirectly contributes to ASEAN by portraying Malaysia as a part of Southeast Asia as a responsible member of the international community who serve and contribute to the Muslim communities from other parts of the world

- *MyCommunity*

MyCommunity seeks to leverage on the Malaysian community value and engage communities everywhere via the dissemination of knowledge, skills, and expertise (NaHERI, 2014). The cluster focuses on creating community improvements that bring immediate improvement of living conditions of communities with particular needs. As such, MyCommunity focuses on skills and knowledge development with a view towards empowering the involving communities for a sustainable quality of life (Abdul Razak et al., 2011).

MyCommunity has made several key achievements in extending its helping hand to the Muslim community in other partner countries, such as Palestine, Papua New Guinea, and North African nation. For the case of Southeast Asia, For instance, MyCommunity has successfully organised the Malaysia-Indonesia University Student Congress in collaboration with Governance Department of Higher Education Agency, Indonesia and MOE involving five universities each from Malaysia and Indonesia. The objectives of the congress were to improve the existing good and widening relationship between students and the institutions’ leadership from both countries as well as to provide a platform for mutual discussion and information exchanges related to various aspects of student affairs. As outcomes of the congress, MyCommunity has successfully formed a steering committee comprising the involving universities which are tasked with the establishment of a sustainable platform to facilitate inter-university forums and joint student congresses. The cluster also built its engagement with Aceh, Indonesia by organising a five-month Internship Programme for Malaysian students to do internship as a strategic way to develop the mutual collaboration between both nations (NAHERI, 2014).

**Challenges for Successful Community Engagement within ASEAN.** Despite the success of the Malaysia’s Global Reach initiative, it is acknowledged that there are many challenges that need to be dealt with by the country in extending a helping hand to the target communities. Language proficiency might be a barrier to a successful community engagement within ASEAN as Southeast Asia comprises multi-lingual

communities from different countries with diverse first languages. Therefore, the main challenge for such global engagement effort is to facilitate an effective communication between involving countries. As such, this communication challenge raises the need to establish English language as a lingua franca and a common language to facilitate an effective global engagement within ASEAN. This need was highlighted by the former Prime Minister of Malaysia, Tun Dr. Mahathir Mohamad in his keynote speech at the Malaysia-Africa Summit 2014, whereby he highlighted on the importance for people nowadays to master at least two languages (English and their national language) in order to update knowledge and advance themselves in this dynamically changing technological environment, especially in building an effective international collaboration (Malaymail Online, 2014).

Another challenge for building community engagement is to work collaboratively through the global community engagement projects and activities. The fact is that, community-building is a long road with many milestones. As highlighted by Cuthill et al. (2014), the process of a collaborative research in community engagement initiatives is not linear since researchers or academics need to involve with many parties in different environment. A greater emphasis on knowledge exchange processes and capacity building is still needed, especially in less visible areas in community engagement, such as regional development, public policy, urban design, community health and social justice (Cuthill et al, 2014).

Political situations in the partnering countries are other barriers to Malaysia's successful effort for global outreach in Southeast Asia. Southeast Asia was the scene of some of the worst domestic violence due political crises, including anti-communist riots in Indonesia, ethnic and separatist movements in East Timor and Aceh, and political tensions in other countries like Myanmar and Philippines (Archarya, 2013). Even though there has been a decline of major conflicts in Southeast Asia nowadays, internal conflicts in areas such as southern Thailand, southern Philippines, and Myanmar remain a serious challenge to community development, especially in the aspect of security (Archarya, 2013). Long political crises in Myanmar and Philippines has led the "Malaysia's Global Reach" research teams to experience many obstacles and challenges in proceeding with their community engagement projects in the countries. Therefore, in moving forward, this "Malaysia's Global Reach" programme need to consider these challenges in building a sustainable platform for regional community engagement, and at the same time need to consider the aspect of human crisis and issues pertaining to human rights, security and peace building of the region.

## CONCLUSION

Malaysia's experience will undoubtedly have important lessons for other Southeast Asia countries as they seek to build their developmental strategies through global community engagement. Considering the success so far, it is recommended that the "Malaysia's Global Reach" programme is continued. It is hoped that this initiative will continue to stretch out Malaysia's efforts in reaching further for international collaborations, regionally and globally.

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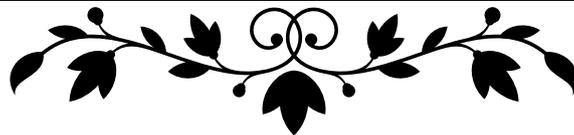
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# **HEALTH, NURSING AND SOCIAL WORK**

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## **ANALYSIS ON THE PSYCHOSOCIAL OBSTACLES IN CARING FOR THE MENTALLY ILL FAMILY MEMBERS**

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### **Abstract**

Mental illness does contribute to some form of life stressor for those who are experiencing it. The impact, however, does not only affect the mentally ill patient, but also the family members who provide care for them. This paper will therefore analyse some of the major obstacles faced by family members who provide direct care for their mentally ill family members. Based on a qualitative study, in-depth analysis from a total of 10 respondents will be discussed and presented thoroughly, highlighting several psychosocial obstacles faced by the caregivers. This paper will further suggest some of the possible interventions in order to ease some of the psychosocial obstacles that may impede the daily lives of the caregivers.

**Keywords:** *Mental illness; family caregivers; psychosocial obstacles*

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### **INTRODUCTION**

Mental illness is one of the most profound illnesses that give a significant impact on individual's life. Not only the impact is intense for the individuals, family members too will have to go through tremendous turmoil in their everyday life (Sangole, 2008). Literatures have shown that family members taking care of their mentally ill family member will have to go through a series of challenges. Such challenges include the difficulty to accept the presence of the mentally ill family members, experiencing emotional burdens such as fear, sadness, anger, guilt, loss, stigma and rejection, feelings of shame, embarrassment, guilt, self-blame, emotional, psychological and physical which will affect their wellbeing (Swaroop, 2013; Arslantas & Adana, 2011; Riper, 2007); disruption in the caregivers' roles and daily activities (Nur Saadah et. al., 2014; Abdullah et al., 2013); as well as other economic distress including financial and employment difficulties (Swaroop, 2013). In other words, all of the obstacles or challenges faced by the family caring for their mentally ill family members experienced what Lefley (1996) identified as psychosocial obstacles.

**Study Objectives.** This study aims to analyze the psychosocial obstacles faced by family members in caring for their mentally ill member/s. Analysis of the obstacles are based on the psychosocial aspects experienced by the mentally ill members. It is hope that the identified psychosocial obstacles will be able to assist helping professionals, including social work practitioners to provide a more effective intervention support services for the mentally ill family members.

## METHODS

**Research Design and Sample.** This study employs qualitative research design in order to gather in-depth understanding on the primary obstacles faced by the family caregivers when providing care for their mentally ill family member/s. A convenient sampling technique was employed. A total of 10 family caregivers in the state of Kedah have participated in this study. The interviewed family caregivers include father, mother, husband or wives who are currently taking care of their mentally ill member/s. All of the interviews were conducted in the homes of the client with their full consent. Interview sessions have been carried out for about three months beginning of April 2013 to July 2013. For the purpose of this study, all the 10 respondents were identified as FM1 to FM10 to protect their anonymity.

**Data Analysis.** The interview that was transcribed was analyzed using content analysis, with the aim of identifying and interpreting the meaning of key issues in the collected data. To ensure the accuracy of the data, all transcripts were read several times to gain full understanding of the whole meaning of the data according to research objectives. The data was then grouped into different themes and sub-themes according to the desired study objectives.

**Ethical Considerations.** Prior to the face-to-face interview, each family caregiver were briefed on the scope and objectives of the study, including their rights to withdraw from the interview process at any time. The confidentiality issues have also been addressed carefully in order to preserve informants' personal data through the use of coding. Informants were given the opportunity to decide to participate in the study by signing of consent form. Finally, a total of 10 informants have agreed to participate in the study.

## RESULTS

Findings of this study are presented according to psychosocial obstacles faced by the family caregivers. Details of the findings are presented as follows:

**Psychological Obstacles.** Family caregivers were found to experience various forms of emotional disturbance which include feeling worry for the future of their mentally ill member/s. This includes worry that no one would take care for their mentally ill member/s when they die. Another family caregiver also expressed the feelings of fear for the mentally ill member would terminate their live by hurting themselves or committing suicide. An informant also expressed his daily stress as a husband in persuading his wife to take her daily medication.

All of these emotions has somewhat affects the caregivers' psychological wellbeing. This is especially true when most of the caregivers unable to get enough sleep and rest for wanting to provide the best care for their mentally ill family member/s. One of the family caregivers even expressed her feelings of shame or embarrassed for caring her mentally ill family member/s within her community. As a consequence, she develops low self-esteem especially when community around her often insults her mentally ill family member/s.

Such experiences or can be regarded as obstacles faced by the majority of the informants has rather affect the psychological functioning of the caregivers. The need for social support is seen as the primary tools in helping to reduce mental fatigue and struggles faced by the caregivers.

**Social Obstacles.** From the social perspective, it was reported that majority of the informants (9 caregivers) have not received as form of social support from their immediate family members, relatives and neighbors. Instead, many of the immediate family members, distance relatives as well neighbors often looked down up them. In fact many have showed their stigma and discrimination that leads to the caregivers to avoid mingle with the people around them. To the caregivers, it would be much easier to handle their mentally ill family member/s themselves rather than seeking for relatives' assistance which can be disappointed at times. The form of discrimination that the family caregivers often received was in terms of their unsupportive statements about the condition of the mentally ill family member, not wanting to come and visit the mentally ill family member.

Caregivers too seldom have the opportunity to socialize with their neighbours and community. Often times, they are unable to attend weddings or even funerals due to the burden of caring for their mentally ill family member. This is also true when they community do looked down upon them and thus makes them feeling uncomfortable to socialize with the community. This is obviously another form of social obstacles faced by the many caregivers who lives with mentally ill family member. Having the feelings of fear, stress, shame and shame have also somewhat impeded the caregivers to socialize with the neighbours or community around them.

**Physical Obstacles.** Physically, all of the 10 caregivers have expressed their feelings of exhausted in caring for their mentally ill family member. A few of the respondents reported of neglecting their own health condition as they have to put more attention to their mentally ill family member. They also reported deterioration in their health condition as few have experience knee pain and actually cannot afford to care for their mentally ill family members. This is clearly a challenge when the caregivers themselves do not have adequate financial resources in caring for their mentally ill family members in terms of their medication and other needs. As a result, the caregivers would delay any form medical treatment for themselves in order to care for their mentally ill family member. The caregivers however, do not have the choice but to continue caring for their mentally ill family members as they felt responsible for caring the ill member. This situation also indirectly adds up to the caregivers' feeling fear and worry if no one would take care of their mentally ill family member when they are no longer available to care.

## **DISCUSSION, RECOMMENDATION AND CONCLUSION**

The study findings have clearly revealed that the major psychosocial obstacles faced by the many family caregivers were centered on psychological, social and physical obstacles. The psychological and emotional struggles faced by the family caregivers is indeed overwhelming for the majority of the caregivers to handle, leaving them to experience feelings of worry, frustrated or even disappointment when taking the roles as a caregiver. The role as a caregiver too have somewhat hamper their

socialization with community around them and this has indirectly leads them to a greater alienation from their social environment. These psychological and social impact is indeed parallel to what has been indicated by many studies which shown that family caregivers often faces psychological and social obstacles when providing care for their mentally ill family members. In addition, the caring for the mentally ill family members can also affect other family members' social functioning either internally as well as external relationships (Mohamed, 2012; Taanila et. al., 2002).

Besides the psychological and social obstacles, the caregivers will have to deal with financial constraints when caring for their mentally ill family member. This is the most challenging obstacles as the majority of the respondents do not have regular monthly income, instead has to rely on financial assistance from the government to cover for the needs of the mentally ill family members and other basic expenses including house rental. The financial constraints are in fact one of the primary obstacles that do have some impact on the psychological and social obstacles faced by the caregivers. This is similar to the findings reported by Abdullah et al., (2013) and Mohamad et al., (2012) that financial aid received by the many families caring for mentally ill family members often is inadequate to cover for the special needs of the mentally ill family member. There are times when the caregivers will have to depend on the financial support from their other children who are working.

The study clearly suggests that the caregivers should be given adequate training to be able to provide a good care for the mentally ill family members who needs special care. It is important for the caregivers to have specific knowledge of the different types of mental illness experienced by their mentally ill family members. Thus, social support system for the caregivers must be enhanced and supported by the relevant government and non-governmental agencies in order to ensure the level of care by the caregivers to their mentally ill family members.

It also recommended that the caregivers should be helped in a form of support groups. Having to link with support groups will further help the caregivers to gain stronger emotional support and the needed information from other caregivers who have similar experiences. According to Saunders (2003), the opportunity for sharing and exchange of experiences with other caregivers allows each caregivers to learn and re-learn as well as getting the needed support that can help reduce their stress or frustrations for better social functioning (Saunders, 2003).

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## **EFFECTIVENESS OF COGNITIVE THERAPY AND BEHAVIOR THERAPY TREATMENT MODULES INTERVENTION IN GROUP COUNSELING AMONG STRESS NURSES**

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### **Abstract**

This study was conducted as to explore the effectiveness of the treatment modules in group counselling between the Cognitive Therapy Group Counselling and Behavior Therapy Group Counselling in reducing stress level among nurses in Women and Children Hospital in Kota Kinabalu. There are two objectives that guided this mixed methods study. Firstly, this study was to test the effectiveness of the Cognitive Therapy Group Counselling (CTGC) by looking at the different between pre-test and post-test results on the level of stress among nurses who have followed the CTGC with nurses who did not follow the CTGC (control group). Secondly, this study was to test the effectiveness of the Behavior Therapy Group Counselling (BTGC) by looking at the different between pre-test and post-test results on the level of stress among nurses who have followed the BTGC with nurses who did not follow the BTGC (control group). The results showed that there was a significance difference on the level of stress between nurses who joined either GCCT and GCBT with those nurses who did not join the treatment (Control group). In fact, nurses who have joined either treatment have shown some decrease in their stress level. However, when comparing between the two (CTGC and BTGC), BTGC showed better results in reducing stress level among nurses in the hospital. Therefore, both CTGC and BTGC are suitable to reduce stress among nurses in the hospital.

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### **INTRODUCTION**

Stress at work is not something new in all working places. There are numerous studies have been conducted on the effects of stress at work and organizations. Stress could cause negative effects on mental illness among the workers (Ursin & Eriksen, 2004). A national level studies by American Psychological Association (APA) in 2007, have found that stress could contribute health problems, ruin relationships, and work productivity. They also found that, stress is one of leading problem towards health issues which one third of the Americans are suffering from (APA, 2007).

Malaysia is in need of highly competitive, efficient, and active workers to be a developed country as manifested in Vision 2020. Therefore, stress among the workers is an obstacle to good work productivity. Cooper and Marshall (1976) suggested that, pressure among workers will effect on their physical and psychological. Work pressure

is also seen as a major contributor to truancy, low moral value, high accident, and most of all reduction in productivity.

Nurses are directly in contact with chronic diseases and death. This profession is truly a challenging job compare to other jobs (Shen et. al., 2005; Sveinsdottir et. al., 2006). Previous research findings have proven that, pressure among the nurses is the results from exposure to multiple factors related to working environment and personal factors (Kawano, 2008) in Wu et. al. (2010). Since the previous studies have proven that the pressure among the nurses is really serious and requires variety of strategies to overcome this problem from over escalating. A study done by Hui Wu et. al. (2009) have shown that nursing is a highly demanding job and effected their physical and mental health. Besides that, the pressure is believed to derived from he combination of working environment and personal problems.

### **Statement of Problems**

Statement of problems in this study is concerning the pressure facing by the nurses. This pressure has become a threat in providing services to all patients at the hospital. It has been proven by many studies in the previous that, this profession has potential in contributing stress at work.

Stress among the nurses has been studied excessively since the last decade and is an international phenomenon (Chang et. al., 2005). Nurses are a group of workers who are known for their working pressure, a study conducted by Chang et. al. (2005), has proven that. Factors that are related to pressure at working place are; poverty, dramatic changes in working environment, inadequate resources and staffs, and managing death. Sharifah Zainiyah, Afiq Im, Chow Cy & Siti Dara (2011), have conducted a study on 110 nurses in Kuala Lumpur Hospital and have found that 75.4% of them were having normal stress while 24.6 % are having stress in their work.

The group counselling role in reducing work pressure has been given priority in this study. The main factor that contribute to this study is the effectiveness of group counselling in reducing stress at work based on the result of previous studies. The advantages of group counselling is not just able to be used to reduce stress level but also have been used by local researchers in treating other problems such as social anxiety (Wan Abdul Kadi, 1994).

It is important when applying a group counselling to base on theories in order to ensure the effectiveness in reducing stress. Two different approaches of group counselling were used as intervention to treat stress in this study. The first group counselling was based on cognitive approach while the second group counselling was using behavioural approach. The objective of using cognitive approach is to teach the individual to identify, evaluate, and to change the dysfunctional thoughts and heir own believes (Seligman, et. al, 2010). While the behavioural approach objective is to resolve the problem based on its characteristics and history, exploring the context of undesirable behaviours, increasing the basic strength of behaviours, monitoring the frequency of certain behaviours within a time frame, and targeted behaviour. The determeane objective must be realistic, clear, specific and can be assessed. Besides that, it also should be meaningful and positive to clients (Seligman, 2010).

Consequently, the statement of problem in this study is related to the implication of intervention to reduce tress level by using a strong theoretical foundation. He intended interventions to be used is group counselling with cognitive, and behavioural

approaches. Whatsoever, a question has risen, does group counselling with a certain approach could successfully reduce the stress among nurses? This is due to the notion that, stress among the nurses ought to be treated in order to ensure a good and quality services offered. Roup counselling must be conducted by scientific approach with empirical characteristics. Hence, all these three research problems will be answered through interventions and treatments in group counselling by two different types of approaches. Namely, cognitive orientated and behavioural oriented approaches. All changes emerge from these method of treatments will be measured by the nurses' level of stress displayed.

### **Aims of the Study**

This study is aimed to examine the effect of Cognitive Therapy Group Counselling (CTGCC) and Behavioural Therapy Group Counselling (BTGC) on stress among the nurses. The aims of the study is as follows:

- a. To measure the effect of Cognitive Therapy Group Counselling (CTGCC) intervention on dependant variable's stress level among the nurses.
- b. To measure the effect of Behavioural Therapy Group Counselling (BTGCC) intervention on dependent variable's stress level among the nurses.
- c. To measure the effect of Cognitive Therapy Group Counselling (CTGCC) intervention on stress between the experiment group and control group.
- d. To measure the effect of Behavioural Therapy Group Counselling (BTGCC) intervention on stress between the experiment group and control group.

### **Significance of the Study**

This study is hoped to prove the effectiveness of group counselling as a way to handle and manage stress among the workers. It provides a clear scheme of using group counselling effectively in helping nurses to who are suffering from of stress and also providing guidelines to help nurses who are having unsolved state of stress. It is hoped that the managing department could apply this treatment which has been tested for its reliability in the effort to reduce stress and to increase productivity, work satisfaction, and life quality among the hospital workers.

It is also hoped that the results of this study could somewhat produce some workers who are capable to manage their stress well. The treatment given is hoped to be able to reduce the stress at hand which has become a major obstacle in good productivity. The treatment given to those workers who were having high level of stress was meant to reduce truancy, psychological problems and at the same to increase their productivity.

Data on stress facing by nurses collected in this study is hoped to be used in suitable and relevant national programs, rules and regulations in preparing the best services by nurses in especially in government hospitals. This effort is meant to build a good working relationships between employers and employees which could somehow increase the productivity and at the same time the nation as well. Other than that, this experimental study which was based its orientation on specific theoretical aspects and application models is hoped to strengthen the role of theoretical and the used of Group Counselling Model in counselling processes.

## METHODOLOGY

**Research Design.** This study is using quasi experimental research design to examine the stress level different among the nurses who were grouped under two treatment groups and one control group. The two experimental groups will undergo six group counselling sessions for six weeks. Each session is scheduled for not more than two hours. Whereby, the control group will not have to undergo any treatment sessions until this study has completed.

**Samples.** Respondents of this study consists of 170 nurses from Women and Children Hospital in Likas, Kota Kinabalu. 36 nurses who were identified as having higher level of stress were then divided into two different groups ( $n$  12 in each group) who will undergo Cognitive Therapy counselling group and Behavioural Therapy counselling group respectively. While the other 12 respondents are in the control group.

Table 1  
Respondents according to gender, age, and race

Demographic	Frequency	Percentage (100%)
<b>Respondents (<math>n</math>)</b>	170	
<b>Gender</b>		
Male	1	0.6
Female	169	99.4
<b>Race</b>		
Malay	30	17.6
Chinese	2	1.2
Indian	9	5.3
Others	129	75.9
<b>Age</b>		
20 to 30	96	56.6
31 to 40	47	27.6
41 to 50	22	12.9
51 to 60	5	2.9

Table 2  
Stress level among nurses ( $n$  170)

Dependent Variables Tahap	Frequency	Percentage (%)
<b>Stress Level</b>		
Mild	10	5.9
Moderate	79	46.4
Severe	77	45.3
Extremely Severe	4	2.4

**Location.** This study was conducted at Women and Children Hospital, in Likas, Kota Kinabalu Sabah. This hospital was chosen based on its high density of nurses which exceeding 1100 persons compared to any other hospitals in the state of Sabah. Besides its location in the state capital of Sabah.

**Measurement Tool.** Depression Anxiety Stress Scales (DASS) by Lovibond and Lovibond (1996) was used as the measurement tool in this study. This survey consists of two sections, namely section A and section B. Reliability of DASS was measured by using alpha Cronbach which carries a value of 0.909.

**Data Analysis.** Researchers have using non parametric data analysis in analysing the data gathered. This was due to the characteristics of the data which was not normal and the sample size was below 30. Pre-test and post-test data were conducted to examine the effects different before and after the treatments on the stress level of the dependent variables between treatment groups of CTGCC and BTGC and CG. Few types of analysis techniques were used to analyse the pre-test and post-test, as follows:

- a. Wilcoxon Signed Rank Test analysis was used to compare between a value of a single group to a pair of similar groups.
- b. Mann-Whitney Test analysis was used to compare between two different groups in measuring the main variables which were between CTGCC and BTGCC, CTGCC and CG and BTGCC and CG at post-test level.
- c. Kruskal-Walis analysis was used to compare between three or more different groups.

## RESULTS

This study was conducted to examine the effectiveness of Cognitive Therapy Group Counselling (CTGC) and Behavioural Therapy Group Counselling (BTGC) modules on stress dependent variables. The discussion part of this study will focus on the results derived from the measurement of studied variables which are independent variables (treatment groups) and dependent variable (stress).

Table 3  
 Behavioral Therapy Group Counselling (BTGC)

Demographic (%)	Frequency	Percentage
Gender (Female)	12	100
Age		
20 to 30	4	33.3
31 to 40	2	16.6
41 to 50	6	50.1
Education Level		
Diploma/STPM	7	58.3
SPM	5	41.7
Marital Status		
Single	5	41.6
Married	6	50.0
Devoiced	1	8.3

Table 4  
Cognitive Therapy Group Counselling Cluster (CTGCC)

<b>Demographic</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Gender (Female)	12	100
Age		
20 to 30	4	33.3
31 to 40	2	16.6
41 to 50	5	41.6
51 to 60	1	8.3
Education Level		
Diploma/STPM	6	50.0
SPM	4	33.3
Bachelor Degree	1	8.3
Post Graduate	1	8.3
Marital Status		
Single	2	16.6
Married	10	83.3

Table 5  
Control Group Cluster (CFC)

<b>Demographic (%)</b>	<b>Frequency</b>	<b>Percentage</b>
Gender (Female)	12	100
Age		
20 to 30	6	50.0
31 to 40	4	33.3
51 to 60	2	16.6
Education Level		
Diploma/STPM	6	50.0
SPM	3	25.0
Bachelor Degree	1	8.3
Post Graduate	2	16.6
Marital Status		
Single	5	41.6
Married	7	58.3

Table 6  
 Pre-Test and Post-Test effects on nurses in the Cognitive Therapy Group Counselling Cluster (CTGCC)

Variables	n =12	Stress			
		Mean	Standard Deviation	Z	P Value
	12	32.25	2.22		
POST	12	2.75	4.41	-3.06	0.002*

r = -0.89).

\*significance level: p<0.05

Wilcoxon Signed Rank Test showed that there has been reduction in stress level among the nurses after went through Cognitive Therapy Group Counselling (CTGCC),  $z=-3.06$ ,  $p<.0002$ , with a huge size of effect ( $r=-0.89$ ). Mean score for stress among nurses shown reduction from pre-test programme (mean=32.25) to post-test programme (mean=2.75). It shown that there is a significance difference between the effect of treatments after the pre-test and post-test on stress among those nurses who have taken part in the Cognitive Therapy Group Counselling (CTGC).

Table 7  
 Pre-test and Post-Test Different among Nurses in the Behavioural Therapy Group Counselling (BTGC)

Variables	n =12	Stress			
		Mean	Standard Deviation	z	P Value
PRE	12	38.08	1.88		
POST	12	4.41	4.01	-3.07	0.002*

r = -0.89

\*significance level: p<0.05

Wilcoxon Signed Rank Test analysis has shown that there was a reduction in stress level among the nurses after they have followed Behavioral Therapy Group Counselling (BTGCC),  $z = -3.07$ ,  $p<.0002$ , with huge effect ( $r = -0.89$ ). The mean score on stress among those nurses decreased from re-test program (mean = 38.08) to post-test program (mean = 4.41). It shows that, there is different between pre-test and post-test results in the nurses' stress level who were in the control group (CG).

Table 8  
 Mean Score Different in pre-test and post-test on Control Group (CG)

Variables	n =12	Stress			
		Mean	Standard Deviation	Z	P value
PRE	12	31.08	1.50		
POST	12	30.91	1.62	-1.00	0.317

\*significance level p<0.05

Wilcoxon Signed Rank Test analysis did not show much reduction in stress level among the nurses before and after they have put into the Control Group (CG)  $z = -1.00$ ,  $p > .317$ , with huge effect size ( $r = -0.29$ ). The mean score on stress level among the nurses declined from pre-test (mean = 31.08) to post-test (mean = 30.91). It shows that, there is different on stress level in post-test between those nurses who have followed Cognitive Therapy Group Counselling (CTGCC) and Behavioural Therapy Group Counselling (BTGC).

Table 9

Post-test Different for Nurses in the Cognitive Therapy Group Counselling Cluster (CTGCC) and Behavioural Therapy Group Counselling (BTGC).

Variables	n =24	Stress			
		Mean rank	Sum rank	z	P Value
BTGC	12	15.46	1.88	-3.07	0.037*
CTGCC	12	9.54	4.01		

\*significance level  $p < 0.05$

Mann-Whitney Test analysis shows that there is different in stress level reduction among the nurses after took part in the Cognitive Therapy Group Counselling (CTGCC) and Behavioural Therapy Group Counselling. (BTGC),  $z = -1.00$ ,  $p < 0.037$ , with big effect size ( $r = -0.34$ ). The stress level mean score for nurses in the Behavioural Therapy Group Counselling (BTGC) is higher (mean = 15.46) in comparison to the mean score found among the nurses from Cognitive Therapy Group Counselling (CTGCC) which is (mean = 9.54).

It shows that, Cognitive Therapy Group Counselling (CTGCC) is more effective compared to Behavioural Therapy Group Counselling (BTGC). It also means that, there is different in stress level reduction between those nurses who have followed Cognitive Therapy Group Counselling and Behavioural Therapy Group Counselling with the Control Group.

Table 10

Different in Post-Test Results between Nurses in the Cognitive Therapy Group Counselling (CTGCC) and Control Group (CG).

Variables	n =24	Stress			
		Mean rank	Sum rank	z	P Value
CTGCC	12	6.50	6.50	-4.194	0.000*
CG	12	18.50	18.50		

\*significance level  $p < 0.001$

Mann-Whitney Test analysis shows that there is a difference in stress level reduction among the nurses in the Cognitive Therapy Group Counselling (CTGCC),  $z = -4.994$ ,  $> 0.000$ , with big effect size ( $r = -0.86$ ). Mean score for stress among the nurses in Control Group (CG) is much higher (mean = 18.50) comparing to the median score on stress level among the nurses in Cognitive Therapy Group Counselling (CTGCC)

which is (mean = 6.50). it shows that Cognitive Therapy Group Counselling is more effective in comparison to the Control Group. Therefore the hypothesis is rejected.

Table 11

Differences on nurses' stress level Post-Test in the Behavioural Therapy Group Counselling (BTGC) and Control group (CG).

Variables	n =24	Stress			
		Mean rank	Sum rank	z	P Value
BTGC	12	6.50	6.50	-4.194	0.000*
CG	12	18.50	18.50		

\*significance level  $p < 0.001$

Mann-Whitney Test analysis shows that, there is a different in stress reduction between the nurses who took part in the Cognitive Therapy Group Counselling (CTGCC) and the Control Group (CG),  $z = -4.194$ ,  $p > 0.000$ , with big size effect ( $r = -.86$ ). The mean score for nurses in the Control Group (CG) is much higher (mean = 18.50) compared to the median score or the nurses in the Cognitive Therapy Group Counselling (mean = 6.50). It shows that Cognitive Therapy Group Counselling is more effective compared to the Control Group.

## DISCUSSION AND CONCLUSION

**The Effect of Cognitive Therapy Group Counselling on Stressed Nurses (Treatment).** Findings from this study revealed that, there is significant differences from the treatments between pre-test and post-test on those nurses who were in the Cognitive Therapy Group Counselling. It was found that, their stress level has decreased after completed the sessions. The same findings were also found by Her Kim and friends (2013) in their study on stress among the nurses by using Cognitive Therapy in awareness program activities (b-MBCT) with a marginal mean of 3.14;  $p = .002$  upon the completion of b-MBCT. The results of the current study is also similar to the findings from Pipe et. al. (2009) and Mackenzie's (2006), who studied on the stress reduction in nurses, and also Phang et. al., (2013) who have studied on medical students. MBCT Intervention is also effective in reducing stress and at the same time promoting wellness, either in clinical or non-clinical fields (Gold, et. al., 2010).

Besides that, the findings of this study also show that are significance differences between on the effects of treatments or post-test on Cognitive Therapy Group Counselling (CTGCC) and Behavioural Therapy Group Counselling (BTGC).

This study has been using two different types of module in reducing stress level among the nurses. Although both modules have shown positive reduction in stress level among the nurses, nevertheless, it was found that Cognitive Therapy Group Counselling is more effective in comparison to Behavioural Therapy Group Therapy. It proves that, Cognitive Therapy Group Counselling is more suitable in reducing stress level among nurses compared to Behavioural Therapy Group Counselling, this is due to the stress

nature which involving one's way of thinking. Everyone has their own way of thinking since it involves one's intellectuality. If stress was viewed in a positive perspective, the outcomes would be in positive as well and likewise.

Cognitive Therapy is a type of therapy which is using an active, collaborative, problem orientated, and relative approaches in providing treatment for a short time frame. The most prominent view regarding this therapy is that, it is assumed that this therapy could provide effect as moderator to cognitive changes which involving way of thinking, believe and scheme, and emphasises on cognitive changes. What so ever, Cognitive Therapy uses direct strategy with other few behavioural modifications approaches in order to change one's way of thinking (for example, situations to create panic stimuli, scheduled activities, and social skills exercises). Thus, the basis of this strategy is to create changes in the dysfunctional cognitive structure of the client (Beck, et. al., 2013).

Beck and colleagues have used cognitive therapy as a major model apart from CBT approach (Beck, 2005). This model emphasis on changes caused by the undesirable stress. Cognitive Therapy is also a study on the basis of epistemology. According to Beck (1997), a systematic view on Cognitive Therapy has concluded that, this therapy is very effective to treat variety of mental illness and problems (for examples; depression, anxiety symptom, eating disorders, and sexual dysfunctional). As another examples, Robinson, Berman, and Neimeyer (1990), have conducted a meta-analysis study to examine the effectiveness of Cognitive Therapy on depression, have found that this therapy could control the situation in a much early stage compared to other therapies.

There are 16 studies on meta-analysis have been made to support the effectiveness of Cognitive Therapy on multiple psychological conditions these include, depression, unipolar and bipolar anxiety, panic disorders, obsessive-compulsive disorder, social anxiety disorders, psychotic related schizophrenia, and bulimia nervosa (Butler, Chapman, Forman, & Beck, 2006). On the other hand, there are also other approaches which have similar characteristics with Cognitive therapy, this is including the basis of observations which emphasis on collaborative, and an active therapeutic relation. It also provides the importance of certain process which is not conducted in general as a bench mark in this therapy, for instance experience acceptance, observations, and value descriptions (Forman & Herbert, 2007; Hayes, Follette, & Linehan, 2004).

**The Effect of Behavioural Therapy Group Counselling on Stressed Nurses (Treatment).** Findings from this study revealed that, there is significant differences from the treatments between pre-test and post-test on those nurses who were in the Behavioural Therapy Group Counselling. It was found that, their stress level has decreased after completed the sessions. The same findings were found and related to the study on the effectiveness of using Behavioural Therapy in treating stress for temporomandibular joint pain syndrome patients. Alden and Lundgren (2004), have conducted a study using Behavioural Therapy on clients who wanted to reduce their weight. Other studies using the same Behavioural Therapy is Buch (1995) on parents with autism children; Steele (1989) also have used the same therapy on clients with obsessive compulsives.

## CONCLUSION

The current study have proven that the used of Cognitive Therapy Group Counselling and Behavioural Therapy Group Counselling have reduced stress suffered by hospital nurses. Both approaches have been applied in experimental method for the duration of six weeks and cognitive and behavioural counselling techniques have been used in the treatment process. As a comparison on its effectiveness, both approaches were also later used on the Control Group. The findings of this study have shown that Cognitive Therapy Group Counselling is more effective in reducing stress among the nurses. Therefore, it is hoped that these findings could be used and applied on all the nurses who are suffering from high level of stress so that it would help them to live their life better, achieving work satisfaction, and able to increase the organisation productivity.

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## QUALITATIF STUDY ABOUT MEN'S AWARENESS TO RISK FACTORS OF NON-COMMUNICABLE DISEASES

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### Abstract

The unhealthy life style of men, still become a problem in many countries. The proportion of smoking still high among men, that is 54.1% in men, and 2,8% in women. Drinking alcohol also high among men than women. Another life style, like physical activity, unhealthy diet, also high among men than women, although the differences not so loud. This study aims to describe the men's awareness to risk factors of noncommunicable diseases. This present study use qualitative design, in which data were analysed using thematic analysis. We interviewed 15 men aged 35 – 59 years in community. Analysis revealed two major themes : health seeking behavior in men influenced by the presence of signs or symptoms; and risk factors : majority of men didn't have a good understanding of health eating behavior, the reason not to have smoking cessation was felt more comfortable when smoking, not doing physical activity because felt tired after their work and didn't have any time for physical activity because of their work, only those who have noncommunicable diseases have knowledge about noncommunicable diseases, the understanding about PHBS (Perilaku Hidup Bersih dan Sehat) only for hand wash before eating and not smoking.

**Keywords:** *awareness, men, risk factors, noncommunicable diseases*

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### INTRODUCTION

The issu about men's health actually begin in 1990. This topic begin to raise because the men's health is not just a single problem or a simple concept. Gender differences for morbidity and mortality among men and women have been discuss every where. This include life expectancy for men which is lower than women. According to WHO/SEARO, on 2010-2015, life expectancy for men in Indonesia is 68.3 years, and 72.8 years for women. Mortality in productive age is more common to found in men than women (Riskasdas 2007), Diseases cause mortality also more common to found in men than women. Cardiovascular disease among adults more common in men, even in men with younger age groups . Has been published as well, that risky behavior is more common in men, such as smoking and alcohol drinking that clearly seen higher in men, food intake and physical inactivity, or aggressive behavior tendencies. Nevertheless, for health seeking behavior, the search for health services, usually males less frequent to visit health services than women. They only come if it is really necessary, for example if it is disturbing their activities or if the disease is severe. Number of men at reproductive age visit the health center is lower than women (35% v/s 40 % , SKRT 2004). Meanwhile, from the health center side, we have not seen a program that is specific enough to accommodate men's health issues. From literature, and from several theories of behavior (health belief model, the social cognitive models, Integrated theoritical models), we obtained a lot of things related to health care -seeking behavior

in men. Among these is the patient's perception of their own health. Often male patients feel no pain or feel no need to do early detection. Men generally visit health care if the disease has been disturbing their activities or their works, or generally interfere their quality of life. Other factors that also affect health-seeking in men are social determinants, cultural factors like masculinity in men, support of surrounding community, like family, friends, or other community groups, and health care providers, which we focus here is the health center as the primary health care in the community. Results of the preliminary study on the determinants of health status in reproductive men, has found that the proportion of poor health status is 56.1 % (subjectively using a questionnaire of health perception). Morbidity status almost equal to the national average (for diabetes, hypertension, and obesity), but high enough proportion to dislipidemi, ie by 54.2 %. Issue in this study is how is the men's awareness to their health, especially in risk factors of non-communicable diseases, and why they act like those.

## METHODS

This present study use qualitative study, with indept interview. The subjects of the study: men aged 21-59 years who live in the Mampang District. Samples will be determined based on the degree of saturation. Analysis of the data used is to examine the entire interview data by performing data reduction in a summary and table to be easily understood.

## RESULTS

Individual factors contribute to healthy behaviors:

### I. Habits of treatment

From in-depth interviews we obtain 2 large groups of men, the first group is the health seeking because of having disease, and the second group is health seeking that wait untill signs or symptoms appears

**Health seeking because of having disease.** From the results of in-depth interviews there were 10 men looking for health care services because of having disease. It can be seen from the following statement:

"..I have already knew that I have diabetes, so I control regularly, because I want to be healthy again, because it is not comfortable with the up and down of glukose level "

" I go to Puskesmas in order to control my hypertension. I worried about the complication, people talk about heart disease and stroke after having a hypertension "

**Health seeking with the arise of signs and/or symptoms.** There are 5 people seek treatment when signs or symptoms appear. It can be seen from the following statement:

" Usually I go to Puskesmas when I feel sick.

" If the pain is severe, I go to doctor "

From these two groups, we can see that men are willing to go to doctor/health service if they feel something wrong with their health. They wait until there is something, whether just signs or symptoms, or already diagnose having disease. They have awareness about their health after there is something wrong with their health. Garfield et al (2011) in his review said that 1 in 4 men would wait as long as possible before consulting a physician if they were feeling sick, in pain, or concerned about their health.

**Concern about screening or medical cek up.** Majority of men agree that medical cek up is important to their health, but to do that, is a different thing.

“ I think medical cek up is important, but I have not do it yet. Busy to work, and when the time is exist, I don’t feel up to go.”

“Medical cek up, I don’t know the kind of it, maybe the doctor know. I wait ‘till there is a free medical cek up”

“Medical cek up is good, but I don’t think the price is good for me.”

“I don’t want to go to medical cek up, because I’m afraid about the result”

One of the problem about medical cek up is the cost, which is actually some of the medical cek up covered by the health assurance. Sosialization about health assurance is needed.

The other reason found that men don’t want to go to medical cek up, because they’re afraid about the result. Boyle et al (2004) in his cross section study found a positive public health initiative involving community pharmacists. According this study, patient education by community pharmacists had a significant impact on motivating men to see a physician for follow-up care once a potential health risk was identified. This is an enormous opportunity to raise awareness of men's health care and influence men's health behavior.

## II. Life style

**Food Consumption.** Only 3 informants stated that healthy eating behavior means a balanced nutrition. Here is the statement of the informants:

" according to me healthy food is unexcessive food consumption. We should eat more vegetables and fruits than rice."

While 12 other informants do not know what kind of healthy foods , such as the following statement :

" Healthy food more like chickens. It is OK if we consume more rice. And not too much deep- fried consumption"

" Healthy food means Tasty and satisfied .. "

“If we still can enjoy the food meaning that our body is health”

We still found poor understanding about balance nutrition. Majority said that healthy food means full and plenty food consumption. Since we didn’t done the dietary assessment, we can not have clear conclusion about food consumption in men. What we must underline here is that around citizen in urban area, there are still many wrong opinion about healthy food.

Indonesian Dietary Guidelines/Balance Nutrition should be follow up, just as Soekirman noted in his review: To measure behavior output requires the

implementation of national or regional household dietary or food consumption studies, periodically. In the long run (5-10 years) it should be followed up by measuring the impact of epidemiological transition of diseases to see if dietary and disease patterns are changing.

**Smoking.** There are 8 men with habitual smoker, as evidenced in the following statement:

“ I smoke 3-4 cigarettes/day, my wife often complain at me, but it has been my habit since I was young”

" I smoke 12 cigarettes/day, since I was in high school"

There are 7 respondents who claimed never smoked and do not feel any benefit from smoking, as evidenced by the following statement :

" I had ever smoke, have been quit this 2 years. But now, I hate to smell the smoke.”

“I don't quit smoking, because I feel uncomfortable when I don't smoke.”

We found that men who have smoking, they also don't visit the health care. The reason men have difficult to quit smoking is a matter of pleasure or comfortable, rather than influenced by the environment. Mao dkk (2014) in his study noted that traditional familism and collectivism interplayed with the pro-smoking environment and supported rural people's smoking practices at the community level. Living in the rural area was also a barrier to quitting smoking because of the lack of information on smoking cessation and the influence of courtyard-based leisure activities that facilitated smoking.

**Exercise.** There are 6 men who admitted regularly exercise and take benefit from the habit , as evidenced in the following statement:

“After I had diabetes, I regularly have exercise like riding bicycle, once a week. I feel better after exercise.”

" I have regularly exercise , walking, play tennis , at least twice a week .. "

While there are 9 respondents who claimed never exercise, which is evident in the following statement:

"I never do exercise "

"I never do exercise, because my work make me very tired.“

" I never have exercise, I have buy bicycle for my son, I plan to have exercise together with my son, but until now I have not do it yet..hahaha "

" I never do truly exercise, but I have physical activity at my work, so I have sweat too "

Eime et al, in her review, noted that sport may be associated with improved psychosocial health in addition to improvements attributable to participation in physical activity. Specifically, club-based or team-based sport seems to be associated with improved health outcomes compared to individual activities, due to the social nature of the participation. Notwithstanding this, individuals who prefer to participate in sport by themselves can still derive mental health benefits which can enhance the development of true-self-awareness and personal growth which is essential for social health.

**Knowledge About Disease.** Men who have already diagnose in certain disease usually have better knowledge than the healthy ones.

“I have high blood pressure and cholesterol. Not too bad, but I hear those can become a stroke one day if I don’t carefully take care them.”

" I know I am diabetic, I think it is a common disease . And if untreated, it will effect to many organs. I will keep healthy recommended eating and taking medication, and doing exercise.”

While for the healthy men, there are some of them who have fair knowledge about noncommunicable diseases, especially in men.

“men in my age may have headache, maybe abdominal pain, usually from their stress and work, if other disease like hypertension, stroke, maybe at the older age. Risk factor ? I don’t know, maybe genetic ?“

“I know man can have stroke and heart disease, maybe from the food”

“Some times I got headache, but it disappear when I take medicine, so I don’t think seriously about that. I don’t think I need to see the doctor, I feel good”

“Are there any disease specific for men ? I don’t know about that, I think women and men have the same risk and the same disease”

## CONCLUSION

In men, the individual factors that play a role in awareness of healthy behavior, is obtained:

1. Most of the respondents looking for treatment if they were sick/symptoms raise
2. Most of the respondents did not know about eating right
3. Men difficult to quit smoking because they feel better/comfortable when they do smoking
4. Majority of men didn’t do exercise because they were tired / not have enough time because of their work
5. Men who already have disease have better knowledge about disease, specifically their own disease

A comprehensive ways to enhance men’s health is needed. It has to cover the awareness, knowledge, motivation from men’s side and also health care. We can not wait until men come to health care facilities. Building awareness from men and his community is needed as a promotion. Than we do specific protection to screen in specific disease. If there is diagnose, we do carefully and comprehensive treatment, not just for the disease, but also risk factors, not just the patients, but also families and community support.

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## THE INFLUENCE OF SMOKING BEHAVIOR TOWARDS NUTRITIONAL STATUS OF DROP OUT CHILDREN'S

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### Abstract

Smoking behavior during growth spurt period can cause child undernutrition. Undernutrition are more likely to occurs in drop out children's. Most of them come from low socioeconomic families. Consequently, this condition causing a low intake of children and leads to undernutrition. The prevalence of child undernutrition in line with prevalence of children's smokers. In Indonesia, the underweight prevalence of children reaches up to 31,1% in 2013. The objective of this research was to analyze the influence of smoking behavior towards nutritional status of drop out children in Jabal Thariq Children's Shelter in Subang. This research was conducted in April-May 2013 using cross sectional study design. Nutritional status assessed using Body Mass Index for Age. The samples are the total population who aged 11-19 years old in the amount of 70 children taken with total sampling technique. About 34,3% of the children are underweight and 41,4% are smokers. *Chi square test* shows that smoking behavior has significant associated with child undernutrition {OR: 4,376, 95%CI (1,546-12,386)}. But, it does not have significant associated with confounding variables (sex, child occupational history, pocket money, father's education, occupation and father's smoking behavior ( $p\text{-value}>0,05$ ). But correlated with age), Balanced nutrition according to Recommended Dietary Allowance for children is necessary to improve children's nutritional status. Children's Shelter should be designated as a "Non Smoking" Area. An experimental study using pre-post test methods for nutritional interventions should be done for further reasearch.

**Keywords:** *Smoking behavior, child undernutrition, drop out children's, "Non Smoking" Area, Body Mass Index for Age (BMI/A), growth spurt.*

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### INTRODUCTION

Indonesian Education Development Index according to a UNESCO report in 2011 is still lower that ranks 69 of 127 countries. Ministry of Education and Culture explains that in every single minute there are 4 (four) childrens who drop out. Furthermore, this condition in line with the increasing of children's smokers which reached 26,6% (Risksedas, 2010). Smoking behavior during growth spurt period causes economic burden and increasing the risk of underlnutrition. The prevalence of undernutrition in Indonesia tends to increase from year to year.

The prevalence of children who underweight occured at aged 5-12 years as many as 11,2% and about 31,1% at age 13-15 years (Risksedas, 2013). This nutritional status directly affected by infectious diseases and food intake. The high number of low socio-economic population in Indonesia cause most of them have lower ability to buy food. Therefore, this leads to lower food intake in children. If this condition occurred in the long period especially in 1000 First Day of Life, it can cause chronic malnutrition.

Malnutrition particularly underweight in children and adolescence can be caused by smoking behavior. The cigarette contains nicotine that consists of 4000 harmful chemicals and carcinogens. These addictive substances can damage metabolic functions and make a sense of pleasure that can reduce children's appetite. Consequently, they had an inadequate intake and cause underweight. It is certainly dangerous for children aged 11-19 years because they are in the second growth spurt period after the first growth spurt period in the 1000th day of life. Furthermore, if this condition is not improved during the growth spurt period in adolescence, it can affect the nutritional status in adulthood and elderly. They are not only at high risk for infectious diseases but also non-communicable diseases (WHO, 2011; Barker, 2007).

The increasing of smoking behavior is equivalent to an underweight prevalence in adolescents. The prevalence increased from year to year, particularly in countries that have been implementing the Global Youth Tobacco Survey (GYTS) (GYTS Report 2011 and 2012). According to this survey in 2009 in Jakarta, Bekasi and Medan showed as much as 20.3% of school age are smokers which the proportion of men about 41.5% and women who smoke as many as 3.5%.

Actually, nutritional status can also be influenced by the child characteristics (age, sex, history of child work, the amount of pocket money), the characteristics of the father, father's education and employment as well as smoking habits on the father) and the influence of the mass media (WHO, 2011; Unicef, 1990). The objective of this research The objective of this research was to analyze the influence of smoking behavior towards nutritional status of drop out children in Jabal Thariq Children's Shelter in Subang.

This study supports the government program to achieve optimal growth and development during the second stage of growth spurt period in adolescence. Balanced nutrition according to RDA (Recommended Dietary Allowance) should be implemented in provision of food at shelter. It also can be considered to implement the health education program particularly for smoking behavior prevention. Jabal Thariq children's shelter should be applied as a "Non Smoking" Area.

## METHODS

This research using cross sectional study design. It was conducted from April to May 2013 in Jabal Thariq Children's Shelter in Subang. The samples are the total population who aged 11-19 years old in the amount of 70 children taken with total sampling technique. Primary data including nutritional status as dependent variable that taken by anthropometric. Weight measurement using a digital weight scales (accuracy = 0,1 kg) and height using microtoise (accuracy = 0.1 cm). Then obtained using Body Mass Index for Age that adapted to the CDC NCHS chart by age (Gibson, 2005).

The others primary data is collecting for smoking behavior as independent variables. It was measured using a Brinkman index with 3 categories: (1) light smokers, consume 0-199 cigarettes, (2) cigarette smokers are taking 200-599 cigarettes, and (3) heavy smokers, consume  $\geq 600$  cigarettes. The others data was collect directly are confounding variables such as children characteristics (age, sex, child occupational history, the amount of pocket money) and father characteristics (education, occupation

and father's smoking behavior). The children's and father's characteristics filled in questionnaires that have been tested for validity and reliability in child-care shelter at different locations. Questionnaire was valid because the  $r$  calculate value  $>$   $r$  table value and also reliable if Cronbach alpha value  $>$   $r$  table value.

Data was taken by the researcher who assisted by four (4) tutors as a child companion using interview technique. The tutor has the S1 education level who were given direction and guidance before that data was collected. Secondary data includes data on the complete identity of dropo out children's. It also colletcted shelter profile and about accompaniment programs. Furthermore, data processing includes data editing, data coding, data entry and data cleaning and then the data were analyzed using SPSS software to analyzed univariate and bivariate analysis (used Chi-Square test).

## RESULTS AND DISCUSSION

Data analysis of this study including univariate and bivariate analysis. and multivariate. The results of the analysis are as follows:

**Univariate Analysis.** There is no preparation of food menu according to Recommended Dietary Allowance (RDA) for children at shelter. It causes the food consumed an inadequate for nutritional needs based on age, sex and activity of children. As many as 34,3% of the children are underweight. This proportion also equal with the proportion of children who smokers as much as 41,4%. The results of univariate analysis can be seen in Tabel 1.

Table 1  
 Univariate Analysis of Drop Out Children's Nutritional Status and the others Variables (N=70)

Variable	Category	n	%
Nutritional Status	Underweighth	24	34,3
	Not Underweigtgh	46	65,7
Smoking Behavior	Smoking	29	41,4
	Not Smoking	41	58,6
Children Characteristics:			
Sex	Boys	31	44,3
	Girls	39	55,7
Age	<14 y	19	27,1
	$\geq$ 14 y	51	72,9
Occupational history	Had worked	29	41,4
	Never worked	41	58,6
Amount of pocket money	<8000 rupiahs/day	35	50,0
	$\geq$ 8000 rupiahs/day	35	50,0
Father's Characteristics:			
Education level	Elementary School	49	70,0
	Junior High Shool	13	18,6
	Senior High School	8	11,4
Occupational	Farmer	29	41,4
	Labor	13	18,6
	Self-employed	28	40,0
Smoking Behavior	Smoking	57	81,4
	Non Smoking	13	18,6

According to the Table 1, the proportion of drop out childrens who smoke as many as 41.4% . But all children who smoke are light smokers (based on Brinkman Index classification). Mostly, the children who smoke are boys. Average cigarette consumption is 3-6/day (minimum 1sticks until 12/day). About 42% children admitted to smoke because of their peers influence them to be smokers. Although regulation of Smoking Area (KTR) has been applied in the school by The Minister of Culture (No. 4 / U / 1997) about Free Smoking Area in the School or public places, but is still difficult to stop smoking behavior. This is due to that shelter is free smoking area. There is no tutors supervision or else to control the children's smoking behavior. They admitted that smoking is an absolute requirement for friendship and showed their maturity. However, from 41.4% children who smoke. As many as 14.3% children start smoking because influenced by their peers with underpressure. The dangers of cigarettes not only affects the active smokers but also the passive smokers. Cigarettes contains 4000 harmful chemicals and carcinogens even cause addiction. Nicotine can destroy a variety of metabolic functions and lead to a sense of food pleasure that can reduces appetite (Gondodiputro, 2007).

As many as boys propotion less than 45% and most of them aged  $\geq 14$  years old ( $>70\%$ ) with the average age is 15 years (range of age is 11-19 years). Nearly 73% said that they dropout at the age of  $\leq 13$  year. Drop oot children's who had worked s much as 41.4%. The types of their works before their participate in the accompaniment program of drop out children's such as factory workers, waitress, become a nanny in the household, helping their parents to sell in the traditional market or shop, and help their parents to farm. Several children also had become beggars on the streets. Their parents expectations that they children can support their economics.

Many reserachs shows that father's cgharacteristics have significant association with child nutritional status. There are father's low education level as many as 88,6% (the proportion of elementary level about 70%). Their father's occupation are work as farmers mostly. Another reason if they got the money, they can continue their school, but eventually they stop working because of low wages, overload of their capacity and excessive working time, and works in underpressure.

**Bivariate Analysis.** Chi-square test used in bivariate analysis. This analysis is used to determine differences in proportions between independent and dependent variable. The results of bivariate analysis as follows (Table 2).

Table 2  
 The Influence of Smoking Behavior towards Nutritional Status of Drop Out Children's  
 (N=70 dengan  $\alpha=0,05$ )

Variable	Category	p-value	OR
Children's Smoking Behavior	Smoking	0,000*	3,57 (1,34-8,65, 95% CI)
	Not Smoking		
Children Characteristics:			
Sex	Boys	0,113	
	Girls		
Age	<14 y	0,024*	2,86 (1,15-12,42 95% CI)
	≥14 y		
Occupational history	Had worked	0,564	
	Never worked		
Amount of pocket money	<8000 rupiahs/day	0,452	
	≥8000 rupiahs/day		
Father's Characteristics:			
Education level	Elementary School	0,124	
	Junior High School		
	Senior High School		
Occupational	Farmer	0,647	
	Labor		
	Self-employed		
Father's Smoking Behavior	Smoking	0,082	
	Non Smoking		

Table 2 shows that smoking behavior have significant association with children's nutritional status at shelter ( $p\text{-value}<0,05$ ). According to Chi-Square test analysis, that children who smokers are more likely 3,57 times higher becomes underweight. Every cigarette was burned will produce about 4000 harmful chemicals such as nicotine, carbon monoxide, ets. Not only for active smokers but also for passive smoker. Nicotine can increase heart rate destroy metabolic syndrome. In addition, active smokers have an tremendous sense of pleasure. Eventhough, their appetite can be decrease have low dietary intake. This condition can cause undernutrition, especially if it occurs in long period. (Aditama, 1997).

Many studies have been conducted to analyze the influence of smoking behavior towards nutritional status. WHO and Unicef (1998) also have conceptual framework of nutritional status in children, that the concept shows food intake is the direct cause of nutritional status. This study in line with Robert and Williams (2000) and Browns (2005) that suggested smoking behavior has quite significant association with nutritional status. Fatah (2013) also have studied the smoking behavior of school-age children with equal result. Kurniansyah (2011) using the cross-sectional study design shows the children who have smokers in family members, more get high risk than the children who have not smokers in family members., . In his research found that the nutritional status of children less commonly occurs in smokers, especially his family. Father's smoking behavior, especially in their house would be very dangerous because after have important role in family that will be followed by his son or daughter. In

addition, the cigarettes consumption can cause low availability of food in the household, particularly for their children dietary intake.

## CONCLUSIONS AND RECOMMENDATIONS

Smoking behavior of drop out children's at Jabal Thariq shelter in Subang significant influence with nutritional status. Balanced nutrition according to Recommended Dietary Allowance for children should be implemented in food provision at shelter. It is necessary to improve children's nutritional status particularly in second stage of growth spurt periode.

Department of Labor and Transmigration department as program organizers in Subang should be cooperated with the Health Department should be designated Jabal Thariq Children's Shelter as a "Non Smoking" Area. Early education also needs to be given by all of the family who have the children. However, childhood is a period of behavior imitating. Therefore, parents should be a good model for the children, such as not smoking at home and surroundings. An experimental study using pre-post test methods for nutritional interventions should be done for further reasearch.

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## **SOCIAL EXCLUSION: THE POOR FEMALE HEAD OF HOUSEHOLDS IN NORTH JAKARTA, INDONESIA**

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### **Abstract**

This article focus on the various form of social exclusion faced by the female head of households in North Jakarta, and the need for social work services for the target group. Social exclusion is a process or a state that prevents individual or group to participate fully in social, economic and political rights, which primarily derives from the marginalization of the power relations. Social exclusion may include limitation in the access to economic, political, social participation and cultural aspects. In Indonesia, social exclusion is often referred to as a social welfare problem, which include a woman living in poverty that is not only in a form of economic hardship, but also may experience discrimination and other types of life burden. Often time poor women are unable to meet their basic needs due to low income earning, lack of access in the empowerment based programme, and thus unable to engage in any decision making. This qualitative study employs in-depth interviews of 10 respondents and a series of focus group discussions with 20 respondents in order to understand better the various form of social exclusion experienced by the female head of households. Study findings have indicated that although many of the female head of households are in the productive age, but due to low education achievement they are unable to be participating in empowerment activities. The study further discusses the implication for social work practice, which focuses on the critical intervention of professional social workers, particularly in providing and disseminating relevant and accurate information to help enhance the development of this women population.

**Keywords:** *Social Exclusion, Female Head of Households, Social Work Practice*

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### **INTRODUCTION**

Kalibaru region is an area located in North Jakarta, Indonesia, is inseparable from the social exclusion problem experienced by female head of households. According to the demography, the area is located at the seafront and hence fishery is its main source of economic revenue. During high tides, many homes get flooded, but the people will always struggle to live there since no other option is available to them. The area looks so packed with houses crammed with one another.

The population of female in Indonesia is increasing. Currently, the number reaches 118,010,413 people or 49.70 percent of Indonesia's total population (Badan Pusat Statistik, 2010). A large amount determines development success, which requires the participation of various communities, including female. In the Kalibaru district, the number of female head of households is estimated to be 1,008 households (Kelurahan Kalibaru, 2012). The causes of being a single mother might be due to a deceased spouse or a divorce. The number of such population is quite large and based on information from local communities they have not received any effort for their welfare enhancement

from events conducted by minority programs. Their situation becomes more difficult when the season changes and no fishery products can be processed and sold, consequently the ability to fulfill the needs of their daily life is limited.

## METHODS

This study uses a qualitative approach by selecting several case studies. The approach is based on the facts and experiences of the case subjects gathered during field work then a reference theory is sought (Nasution, 1988). The researcher is involved with the case subjects, but not too intense by maintaining to record data and facts without making quick interpretations or assumptions (Sudjarwo, 2001). This study also aims to look at the success or failure level of a program in a region (Padgett, 2008). Case studies are used to obtain a comprehensive description and explanation on various aspects of an individual, a group, an organization (community), a program or a social system (Mulyana, 2003; Rubin & Babbie, 2008; Yin, 1989), but can help to describe environmental and specific or unique social conditions in society (Gilgun, 1994; Hikmat, 2004). Case studies illustrate situations and findings that are difficult to address (Brandell, Varkas, & Thyer, 2010). The case study can be combined with the case subject's experiences to evaluate the effectiveness of the implemented programme (Rubin & Babbie, 2008).

To collect data, several techniques are used such as participant observations, in-depth interviews, research of documents (Moleong, 1998), and a focus group discussion (Irwanto, 2006). The procedure of selecting the case subjects is the snowball technique, which is a sampling technique that begins with key informants, who are asked to identify a female head of household eligible for this study, and then this subject is asked to identify other suitable subjects that fit the criteria of this study. Once the data or information is considered sufficient, the snowballing is stopped and ten (10) names are obtained to be used as the subjects of this study. The focus group discussion involves 20 people consisting of decision makers in the Kalibaru region.

**Poor Female Head Of Households Characteristic.** The majority of female head of households in Kalibaru is involved in the seafood industry; most of them work as collectors, catchers, peelers, processors or sellers of fishes, crabs, shrimps or shellfishes (Asian Development Bank, 2006; Departemen Kelautan dan Perikanan, 2001; Hauzer, Dearden, & Murray, 2013; Rubinoff, 1999). The characteristics of female head of households are married or unmarried women, who earn the living and become the backbone of the family, because their spouse is sick, deceased or divorced (Menteri Sosial Republik Indonesia, 2012). This group suffers from limitations in accessing the resources available in the community, which is caused by public presumptions that regard women as a complement and not as the main breadwinner, who has to not only bear the household's burden but also to support the family (Suardiman, 2001).

**The Various Form Of Social Exclusion.** Social exclusion occurs because there are gaps and differences in the treatment of a person or group, even though every human being is entitled to their own protection and well-being. The term exclusion refers to shortage and marginalization (Batsleer & Humphries, 2000). Groups experiencing social exclusion may be due to their gender, age, the location they live in or because they are migrants, poor people, or single parents (Batsleer & Humphries, 2000; Beall &

Piron, 2005; Jordan, 1996; Levitas, 1996; Room, 1995), which have greater effects such as unemployment, low skills, lack of housing, high crime rate, low health and family breakdown (Bonner, 2006). Social exclusion shows a group of poor, unemployed and unlucky people that are expelled or cut-off from normal society life (Sheppard, 2006). Within the Indonesian Ministry of Social Affairs there is a group consisting of people with social welfare problems named "Indonesian Problems of Social Welfare" or commonly called "PMKS" (Menteri Sosial Republik Indonesia, 2012), in which there are female head of households who are not only experiencing economic hardship, but also suffer from social exclusion due to discrimination, stigmatization and exploitation (Suharto, 2009).

Social exclusion experienced by female head of households consists of four (4) aspects, which are earning opportunities, role in decision-makings, access to social services institutions and activities in arts and religion.

**Social Work Practice.** Social exclusion is related with social work and social policy (Ward, 2009). Social work aims to make social changes through institutional and also community activities by creating programs and policy at a state, national and global scope (Ambrosino, Heffernan, Shuttlesworth, & Ambrosino, 2011). Social workers strive to promote inclusion and to reduce the impact of inequality; their role is to reduce poverty, inequality and marginalization (Davis, 2007). Dominelli (2004) noted that there is a debate on poverty as an individual matter and social exclusion as a result of structural inequality and power relations

Women comparing to men live more in poverty and suffer more from bad privileges in the workforce both in terms of wages or conditions. Women are at risk of receiving low-income and experiencing gender inequality (Bradshaw, Kemp, Baldwin, & Rowe, 2004). Social work focuses on human services targeting individuals, groups or communities that experience social exclusion. Women are vulnerable groups, who suffer social exclusion and gender inequality, and hence therefore require social work intervention to enhance their social purposes. One way is to conduct empowerment activities by using informal, formal and community sources.

## DISSCUSSION AND CONCLUSION

The problems and needs of female head of households influence the social exclusion that they suffer, amongst them are domestication, workload burden and social dysfunction. These are obstacles in fulfilling the needs of their daily life, the status and role as the head of households and in finding a solution for the problems they face. Practical and strategic needs of female head of households in Conditional Cash Transfer and local women's empowerment activities are not met. Some female head of households cannot afford their children education and so is indebted to the loan shark.

The forms of social exclusion experienced by female head of households consist of four (4) parts, namely: 1) the opportunity to earn, which means no ability to meet the needs of daily life; 2) the role in decision-makings, due to the top down programme and women are positioned at the bottom; 3) the access to social services institutions is limited, the parents cannot guide their children and access to social services institution is limited; 4) the activities in arts and religion, there is a patriarchal culture and female

head of households who are not involved in the religious recitations activity will not be given aid, such as food that is given once every two weeks.

Empowerment activities undertaken by the Indonesian government for female head of households are Conditional Cash Transfer and provision of skills. The provision of skills program does not involve the female head of households, because their access to the program's information is limited. And the female head of households, who obtained support from Conditional Cash Transfer, complained that their names have only been recorded, but no help have been received.

Social practice and intervention focuses on empowerment activities to help enhance and develop this women's population. The focus on social work practice able to support the government's policy to actively engage the female head of households in all types of empowerment activity and do allocate some provision of budget for capacity building activities. The overall goals are to enable this group of women population to meet their needs, help them solve problems and to be able carry out their role effectively. Other activities are expansion of informal, formal and community resources that can support the female head of households to achieve better development.

Thus, in order to overcome the issues of social exclusion for poor female head of households, social workers can work closely with the vulnerable group either at micro or macro levels in empowering them to gain greater capacity through relevant trainings and skills. Providing better access of information can further enable the women to participate in different capacity building activities, taking decision to be involve in all kind of community activities, including religious activities. In summary, the essence of empowerment process involves strong participation from the poor female heads of households through the full support and intervention from the competent and professional social work practitioners.

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## ANALYSIS OF HEALTH STATUS IN INDONESIA: 2000 AND 2007

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### Abstract

This study is aimed to analyze the health status in Indonesia indicated by subjective well-being (self-reported health). Self-reported health is an indicator based on subjective response to the question "How is your health in general?" Individual perception on health is seemed to be able to describe one's actual health as it covers various aspects. Using Indonesian Family Life Survey (IFLS) data in 2000 and 2007, the study will explore trend of health status of people within productive-age (15-64 years old) across years and find out determinant factors using binary (logit) regression. Our result discovered that in general gender; marital status; level of education; level of income and social capital have positive and significant effects on health status. Meanwhile, physical disability; mental illness; age and smoking habit have negative and significant effects on individual health. This provides an insight that policy should address improvement in basic health care services to tackle physical and mental illness while enrich health education program (i.e. health visit and counseling) to raise health awareness. The study of health status provides useful input since health has a strong linkage with other sectors, particularly to economic. Therefore, the analysis of determinant factors of health becomes important.

**Keywords:** *health status, illness, education, income, smoking, logit*

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### INTRODUCTION

Welfare of the community is the main goal of a country, and one of the priorities is the health sector. Study on the health status is very useful since it has strong linkages with other sectors, especially the economic sector (Getzen, 2004). In the last few years, health inequality has persisted in Indonesia. With the Indonesian population increases every year, health problems become more complex since health is not only affected by the health itself, but also from other related factors. In 2012, productive age population (15-64 years old) shares 66% of the total populations.

Table 1  
Population in Indonesia 2010-2012

2010	2011	2012
240,676,485	243,801,639	246,864,191

Source: World Bank, 2014

Population with a high degree of health is an important component in reducing poverty and promoting economic development in the long run. Some historical

experiences prove that rapid economic development is supported by a significant breakthrough in the field of public health, disease eradication, and improved nutrition. At this stage, the concern is the productive age population. Productive age population is very potential in driving economic growth and better standard of living of people in the country (Prskawetz et al., 2004; Chansarn, 2010; Danielsson & Berlin, 2012). Poor health is not only an individual tragedy but also a serious loss of productive assets for the society (Andres, 2004).

An important part of this study is looking at the determinants of health status within productive age group. Health status can be measured by many indicators, such as morbidity, life expectancy, or any other objectives measurements. Nowadays, the growing international studies use self-rated health. Self-reported health or known as self-assessed health is an indicator of subjective measurement because it is based on individual response to the question "How is your health in general?" The answer to this question is usually categorized into levels from health to unhealthy or the similar.

### **Theoretical Background**

Healthy can be interpreted if an individual is in a perfect state of physical, mental, spiritual and social condition that allows each person to live a socially and economically productive (Law No.35/2009 on Health). As mentioned earlier, the improvement of health needs to be balanced with improved health status. According to Cermets and Cambois in Tubeuf et al. (2008), health status can be viewed in three ways: (1) medical assessment (diagnosis of disease); (2) subjective (quality of life, such as life expectancy and self-reported health); and (3) health and dysfunction (limitations or the disability of individuals in performing an activity).

Self-rated health, a subjective assessment of health status, previously used in the health and psychology field but nowadays have been used extensively in inter-related studies. The use of self-reported health variables as health status has several advantages. Self-reported health is a subjective indicator since it is based on individual responses to the question: "How is your health in general?" Answer or response to these questions can be classified into poor to health, unhealthy to healthy, or similar.

Diener (2005) said that subjective well-being based on the perceptions of individuals, both positive and negative assessments of their lives. Early studies have examined when individuals assess their own health, they share a combination of information from specific health problems, general physical functioning, health behaviors, and life satisfaction (Van Praag, 2001; Ofstedal et al., 2002; Vallee, 2007; Fischer, 2009; Wu et al., 2013).

**Physical and mental illness and health.** Several theories explain the relation between ill health and self-rated health. It is uniquely predict the morbidity of individual by encompassing people evaluation on physical and mental condition (McCullough & Laurenceau, 2004). Low psychological well-being and negative emotional states are associated with lower self-rated health (McGee et al., 1999).

**Socio-demographic characteristics and health.** A significant inequality in self-rated health is observed in term of socioeconomic, demographic and behavioral determinants—gender, marital status, age, education, income per capita, and unemployment status—paying attention on how these determinants affect health.

A large volume of research provide evidence that greater socioeconomic status is associated with better self-rated health, greater physical activity and mental health,

and lower neighborhood safety fears (Cutler et al., 2008; Meyer, Casto-Schito & Aguilar-Gaxiola, 2014). In his study, Grossman (1990) said that health is a form of consumption and investment. Each individual is assumed to use the ability, time and health facilities owned to keep them healthy. If so, then individuals with better education levels also have better health status because the individual has a greater ability to access information and use the available health facilities. High income levels provide greater access for individuals in the use of health services (Marmot, 2002; Tubeuf et al., 2008).

In relation to other demographic characteristics, some studies on gender and marital status say that women usually more sensitive to psychological illness, such as sleep disorders and stress, and they tend to assess their health higher and tend to diagnose their health complaints (Tibblin, 1990; McCullough & Laurenceau, 2004). There is a theory that explains the relationship of marital and health status namely of the theory of marriage selection and marriage protection where getting married, someone will get benefit for his/her health (Wilson & Oswald, 2005).

There is also a fact that individuals aged over 45 years report lower health status while they are susceptible to chronic diseases such as heart disease, diabetes and obesity (Witoelar et al., 2009; Liang et al., 2010). Health-risk behavior such as smoking is also associated with low self-rated health (Contoyannis & Jones, 2001; Yamamura, 2009), as are social conditions like living in an community with low social capital (Kawachi, Kennedy & Glass, 1999; Iversen, 2007; Giordano, 2012).

## DATA AND METHODOLOGY

**Data.** This study investigates the association of self-rated health with various determinants and aims to identify health-related socioeconomic inequalities in Indonesia. Data collection includes primary and secondary data. Primary data were obtained through the questionnaires of Indonesia Family Life Survey (IFLS), while the secondary data derived from journals and other publications related to health.

The samples in this study are individuals, both men and women aged 15-64 and earning entry into the observation Indonesia Family Life Surveys (IFLS). The data is the data observed in 2000 and 2007 where IFLS2 and IFLS3 sourced. Sampling was performed with STATA 12.1 software through the entire screening sample by entering the desired variables.

**Measurement.** Self-rated health is categorized into four ordinal variables, namely: 1 = healthy; 2 = fairly healthy; 3 = less healthy; 4 = not healthy. However, in this study, self-rated health categorized into only two: healthy and unhealthy with dummy variables. It follows studies that have been done before (Kawachi et al., 1999; Contoyannis & Jones, 2001; Chung, 2004). The details of variables being used are as follows:

Table 2  
Variables in the model

	Name of variables	Hypothesis
Health status	<i>sah</i>	<ul style="list-style-type: none"> <li>• Self-rated health; 1= Healthy   0=Unhealthy</li> </ul>
Health behavior	<i>pys_ill</i> <i>ment_ill</i> <i>smoke</i> <i>smoke_cigar</i>	<ul style="list-style-type: none"> <li>• Physical disability; 1= Do not have disability   0= Have disability</li> <li>• Mental symptom; 1= Do not have symptom   0= Have symptom</li> <li>• Smoking; 1= Smoke   0= Do not smoke</li> <li>• Smoking cigarettes; 1= Smoke cigarettes   0= Do not smoke cigarettes</li> </ul>
Demographic characteristics	<i>sex</i> <i>age</i> <i>marr</i>	<ul style="list-style-type: none"> <li>• Gender; 1= Male   0= Female</li> <li>• Age</li> <li>• Marital status; 1= Married   0= Not married</li> </ul>
Socio-economic status	<i>educ</i> <i>income_percp</i> <i>work</i>	<ul style="list-style-type: none"> <li>• Level of education; 1= Above JHS   0= Below JHS</li> <li>• Income per capita</li> <li>• Unemployment status; 1= Working   0= Not working</li> </ul>
Social Capital	<i>community</i>	<ul style="list-style-type: none"> <li>• Participation in community participation ; 1= Involve   0= Not involve</li> </ul>

**Analytical Strategy.** This study uses a dummy variable technique estimated by Logit model applied differently for each year. Logit model does not measure the value of changes in the control variable respective to the dependent variable in number, but as a percentage of probability (Pindyck & Rubinfeld, 1997). Significance of variables can be seen from the probability-value in this study is the significance level used is 95%)—or Z test.

However, the Logit coefficient is not used to measure the percentage change in probability, thus for interpreting coefficients from Logit models required marginal effect for the Logit (Liao, 1994). In addition to the significance test, is also required statistical test to measure the goodness of fit in the model is through the *pseudo R<sup>2</sup>*. However, in the estimation of the binary model, *pseudo R<sup>2</sup>* values typically only achieve a small value and not so important (Aldrich & Nelson in Gujarati, 2003).

## RESULTS

More than 87% respondents say that they are healthy. More specific, the proportion of respondents in term of health behaviour and socio-demographic status are as follows: (1) 99% respondents report that they do not have physical disability in daily activities, such as walk too far or stand up from sitting without help; (2) 98% (2000) respondents report that they do not have mental symptom, such as anxiety, sadness, or concentrating problem; (3) 48% respondents are men; (4) 37% (2000) and 44% (2007) respondents are graduated above junior high school; (5) the average ages are 33 years

old (2000) and 34 years old (2007); (6) 66% (2000) and 70% (2007) respondents report they are employed or have a job; (7) 66% (2000) and 70% (2007) respondents are married; (8) the average income per capita is IDR 1,436,237 (2000) and IDR 3,701,018 (2007); (9) 94% respondents are smokers and almost all of them smoke cigarettes; and (10) 48% (2000) and 41% (2007) respondents say they are involve in a community organization (*health post*, women group, environmental group, etc.).

Tabel 3  
 Distribution of socio-demographic characteristics and self-rated health

Variable	2000		2007		
	Observation	Mean	Observation	Mean	
Self-reported health	<i>sah</i>	23,578	.8843413	27,004	.8705377
Smoking	<i>smoke</i>	8,272	.9349613	9,310	.9384533
Smoking of cigarette	<i>smoke_cigar</i>	8,271	.9276992	9,310	.9409237
Physical disability	<i>pys_ill</i>	23,578	.9981763	8,795	.9979534
Mental disorder	<i>ment_ill</i>	23,578	.9775214	27,004	.0204784 <sup>1</sup>
Working	<i>work</i>	23,578	.6598948	26,986	.6996961
Education	<i>educ</i>	21,719	.3705051	25,709	.4338558
Gender	<i>sex</i>	23,578	.4739164	27,004	.4772256
Marrital status	<i>marr</i>	23,578	.655908	27,004	.7039328
Usia	<i>age</i>	23,578	33.47035	27,004	34.26678
Income per capita	<i>income_percp</i>	23,578	1,436,237	27,004	3,701,018
Social capital	<i>community</i>	23,578	.4780304	27,004	.4061621

Using Logit regression, it is found that all control variables have significant effects on health with 95% level of significancy in 2000. Meanwhile in 2007, smoking, mental symptom, marrital status and income per capita have no effect on health (see detail on Annex). Below are the marginal effects resulted from the regression model:

1. If respondent is a smoker, especially smoke cigarettes, he/she will probably report lower health status 3% in (2000);
2. If someone do not have a physical disability, he/she will probably report higher health status 29% (2000 and 2007);
3. If someone do not have a mental symptom, he/she will probably report higher health status 18% in (2000);
4. If someone has a job, he/she will probably report higher health status 6% (2000) and 5% (2007);
5. If someone is graduated above junior high school, he/she will probably report higher health status 3% (2000) and 4% (2007);
6. If someone is a man, he will probably report higher health status 4% (2000) and 10% (2007);

<sup>1</sup> Different calculation on mental symptom applied between 2000 and 2007 and cannot be comparable across years due to the difference in variables. The mental symptom in 2007 is a proxy.

7. If someone is married, he/she will probably report higher health status 3% (2000);
8. The older the age for one year, someone will probably report lower health status 0.2% (2000) and 0.3% (2007);
9. The higher the income per capita is, someone will probably report higher health status (2000);
10. If someone is involved in any community organization/activity, he/she will probably report higher health status 2% (2007).

## DISCUSSION

The results of this study are interesting, however much remains to be explored. The policy recommendation will be need to tackle challenges relate to health. The variations in health determinants besides the existing variables currently used here need to be address in the future studies. Using ordinal measurement of self-rated health with different analytical strategy should be considered to enrich the result. As well as cross-sectional analysis, this study does not yet able to capture the causal relation for panel respondents. Regardless of these limitations, this study contributes to the literature of socio-demographic and health in the last few years with a strong evidence that lack of the similar studies have been done in Indonesia.

### Annex

Table 1  
Regression Result using Logit – Year 2000

Logistic regression		Number of obs =		7697	
		Wald chi2(10) =		230.34	
		Prob > chi2 =		0.0000	
Log pseudolikelihood =		-2518.5528		Pseudo R2 =	
				0.0431	
	Robust				
sah	Coef.	Std. Err.	z	P>z	[95% Conf. Interval]
smoke	.5644394	.124612	4.53	0.000	.3202044 .8086745
smoke_cigar	-.3238825	.1813342	-1.79	0.074	-.6792909 .0315259
pys_ill	1.745219	.6103301	2.86	0.004	.5489944 2.941444
ment_ill	1.273884	.1851737	6.88	0.000	.9109506 1.636818
work	.5930967	.1078229	5.50	0.000	.3817677 .8044257
educ	.3312949	.092213	3.59	0.000	.1505608 .5120291
sex	.4032109	.157543	2.56	0.010	.0944324 .7119894
marr	.2770027	.1044612	2.65	0.008	.0722625 .481743
age	-.0227341	.0034002	-6.69	0.000	-.0293983 -.0160699
income_percp	6.98e-08	3.26e-08	2.14	0.032	5.89e-09 1.34e-07
_cons	-1.504883	.6968356	-2.16	0.031	-2.870656 -.1391104

Table 2  
 Marginal Effect using Logit – Year 2000

Marginal effects after logit $y = \text{Pr}(\text{sah})$ (predict) $= .90133162$							
variable	dy/dx	Std. Err.	z	P>z	[ 95% C.I. ]		X
smoke*	.0610536	.016	3.82	0.000	.029692	.092415	.93452
smoke_cigar*	-.0256433	.01266	-2.03	0.043	-.050463	-.000824	.948941
pys_ill*	.2862147	.14426	1.98	0.047	.003466	.568963	.998181
ment_ill*	.1797109	.03641	4.94	0.000	.108346	.251076	.979992
work*	.0626889	.01326	4.73	0.000	.036704	.088674	.860595
educ*	.0282879	.00754	3.75	0.000	.013513	.043063	.339483
sex*	.0415401	.01859	2.23	0.025	.005108	.077972	.956217
marr*	.0258018	.01019	2.53	0.011	.005829	.045774	.703131
age	-.0020218	.0003	-6.76	0.000	-.002608	-.001436	35.007
income_percp	6.20e-09	.00000	2.15	0.031	5.6e-10	1.2e-08	1.4e+06

Table 3  
 Regression Result using Logit – Year 2007

Logistic regression				Number of obs =	3111	
				Wald chi2(10) =	81.90	
				Prob > chi2 =	0.0000	
Log pseudolikelihood =	-1271.0052			Pseudo R2 =	0.0314	
Robust						
sah	Coef.	Std. Err.	z	P>z	[95% Conf. Interval]	
smoke	.415624	.1576924	2.64	0.008	.1065525	.7246954
smoke_cigar	-.1456876	.1747856	-0.83	0.405	-.488261	.1968858
pys_ill	1.515735	.7651996	1.98	0.048	.0159712	3.015499
ment_ill	-.0511374	.2018701	-0.25	0.800	-.4467956	.3445208
work	.3612452	.1909423	1.89	0.059	-.0129949	.7354853
educ	.3278328	.1317372	2.49	0.013	.0696327	.586033
sex	.6829651	.1980563	3.45	0.001	.2947819	1.071148
marr	.2017375	.1883916	1.07	0.284	-.1675032	.5709783
age	-.0280497	.0079403	-3.53	0.000	-.0436124	-.012487
income_percp	1.61e-08	1.32e-08	1.22	0.221	-9.67e-09	4.19e-08
community	.1902966	.1101566	1.73	0.084	-.0256064	.4061996
_cons	-.0186438	.939087	-0.02	0.984	-1.859221	1.821933

Table 4

## Marginal Effect using Logit – Year 2007

Marginal effects after logit							
y = Pr(sah) (predict)							
= .85837317							
variable	dy/dx	Std. Err.	Z	P>z	[ 95% C.I. ]	X	
smoke*	.0568774	.02398	2.37	0.018	.009874	.10388	.905175
smoke_cigar*	-.016987	.01951	-0.87	0.384	-.055232	.021258	.898425
pys_ill*	.2869089	.1871	1.53	0.125	-.079809	.653627	.99775
ment_ill*	-.0063155	.02532	-0.25	0.803	-.055949	.043318	.068788
work*	.0490833	.02873	1.71	0.088	-.007236	.105403	.937962
educ*	.0379914	.01448	2.62	0.009	.009621	.066362	.292832
sex*	.1021245	.03527	2.90	0.004	.033	.17125	.943427
marr*	.0260964	.02587	1.01	0.313	-.024611	.076804	.933462
age	-.00341	.00096	-3.56	0.000	-.005287	-.001533	49.5474
income_percp	1.96e-09	.00000	1.23	0.220	-1.2e-09	5.1e-09	3.6e+06
community*	.0237481	.0141	1.68	0.092	-.003879	.051375	.690453

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## THE INFLUENCE OF MOTHER'S KNOWLEDGE OF BREASTFEEDING IN THE ISLAMIC PERSPECTIVE WITH BREASTFEEDING PRACTICES

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### Abstract

Breastfeeding, particularly in the first six months of life, is the best choice for future quality of Human Resources. Exclusive breastfeeding (EBF) in line with one of the *Millennium Development Goals* (MDGs), which is to reduce child mortality and improve maternal health status. Riskesdas (2010) shows the decreasing trend of breastfeeding about 15.3% for the national average. The objective of this research was to analyze the role of mothers' knowledge of breastfeeding in the Islamic perspective with breastfeeding practices in Ciputat-South Tangerang. This research was conducted in May-October 2013 using Cross Sectional study design. The Samples are 100 moeslim mothers who have children aged 0-24 months that visited the Primary Health Center in Ciputat, taken with *accidental sampling* technique. The univariate analysis showed about 40% of mothers breastfeed exclusively, 37% breastfeed partially, and as much as 23% never breastfeed. As many as 39% of women still have less knowledge about breastfeeding in the Islamic perspective. Bivariate analysis using chi-square test showed significant association between mother's knowledge of breastfeeding in the Islamic perspective, mother's perception of breast shape, nutritional status, the role of religious leaders and mass media ( $p\text{-value}<0.05$ ) with breastfeeding. However, attitude, education, occupation, husband's support and the role of health care workers is not significantly associated with breastfeeding. Cooperation between health and religion institutions should be optimized for dissemination of breastfeeding knowledge. Further research needs to be done with experimental study design to analyze the effectiveness of breastfeeding education in the Islamic perspective and health with breastfeeding practices.

**Keywords:** *Breastfeeding practices, Exclusive Breastfeeding (EBF), Mother's knowledge, Millenium Development Goals (MDG's), Islamic perspective.*

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### INTRODUCTION

The role of mother in the child's growth is the key factor for realizing qualified of human resources. Parenting attitudes and nutrition are key factors in determining of the children health status. The benefits of breastfeeding appropriate with one of the objectives of the *Millennium Development Goals* (MDGs) of reducing child mortality and improving maternal health. Physical growth and mental development of infants affected by maternal nutritional status of pre and during pregnancy and also exclusive breastfeeding in the first 6 months of life (Baker, et.al, 2007).

Breastfeeding is one of the children rights that must be met Infants who shall be guaranteed, protected, and fulfilled by the parents, families, communities, governments and state (Child Protection Rule, Chapter 1 Article 1 No. 12 and Chapter II, Article 2).

Benefits of breastfeeding for the mother can avoid the risk of postpartum hemorrhage, delaying pregnancy and reduce the risk of ovarian and breast cancer (Hernawati, 2010). Breast milk is the best food sources than any food particularly for babies aged 0-6 months because it nutrients contents such as fat, carbohydrates, protein, and water in the right amount for the digestive, brain development, and growth of the baby. This complete nutritional contents and many advantages that can not be found in any formula with different type of protein that might be good for calves, but not according to the baby's digestive tract (Hegar, 2008).

Breastfeeding is a natural process. However, within the Indonesian culture, breastfeeding is very difficult. Knowledge that are considered natural that are often easily forgotten. The lessons about breastfeeding or in Arabic is called *Ar-radha'ah* explicitly stated in the Holy Qur'an (QS. Al-Baqoroh: 233). Rasulullah SAW said "A Mother who more often gave her breast milk for her child, then Allah will more often reward him as reward freed slaves from Tribe Ismail". When it has to weaning, an angel will lay hands on the shoulders of the mother and said: "start your new life with the sins of the past that has been erased". If only all mothers know about the law and the benefits of breastfeeding, of course all mothers would never miss that a golden opportunity. But the reality in Indonesia is predominantly Muslim, there are many mothers who did not breastfeed (Ningsih, 2011).

The prevalence of breastfeeding in Indonesia is still low. Target of 80% coverage of EBF in Indonesia is not as expected. According to Indonesian Demographic and Health Survey (1997-2007) showed a decrease breastfeeding prevalence from year to year, about 40.2% (1997) to 39.5% (2003) and further decreased in 2007 as many as 32%. However, about 86% of Indonesia's population is also Moslems, but the average of breastfeeding in Indonesian only 2 (two) months of the first of life. As many as 65% of newborns get foods other than breast milk during the first three days of life. MOH Republic of Indonesia (2010) shows the decreasing trend of breastfeeding about 15.3% for the national average.

The prevalence of exclusive breastfeeding in South Tangerang still beyond expectation. Regular reports from several primary health centers in South Tangerang, particularly in Ciputat explained that the coverage area of EBF is still below 45% and still quite a lot of mothers who did not breastfeed their babies. The reporting of EBF prevalence does not describe a real number. The lack of information about the knowledge and attitudes about breastfeeding knowledge of mothers in the Islamic perspective makes this study is very important because it can be expected that a high motivation for successful breastfeeding. This study indicating alignment between Islam and health. Essentially, the rules of breastfeeding has been described in the Holy Qur'an, that a mother is required to wean her child up to 2 years.

The objective of this study was to determine the influence between mothers' knowledge of breastfeeding in the Islamic perspective with breastfeeding practices at in Ciputat-South Tangerang, Indonesia. The results of this study are expected to be consideration made a policy of EBF program that involves collaboration across sectors, especially health and religious institutions so that the target of 80% coverage of exclusive can be achieved.

## METHODS

This research used a cross-sectional study design. The dependent variable is the breastfeeding practices, while independent variables such as mother's knowledge and attitudes of Breastfeeding in the Islamic perspective, maternal characteristics (education, occupation, mother's nutritional status and the mother's perception of the breast shape), and social factors (husband's support, the role of religious leaders, the role of health workers, the role of mass media). This research was conducted between May-October 2013, in Ciputat-South Tangerang, Indonesia.

The population in this research were all Moslem mothers who have infants aged 0-2 years in Ciputat-South Tangerang, Indonesia. The sample in this research were a Muslim mothers with infants aged 0-2 years who visited the health center and live and recorded as citizens of in Ciputat-South Tangerang, Indonesia in the amount of 100 Moslem mothers. They were also willing to be respondents in this study. The samples obtained using the estimates of one proportion of the population formula and were taken at random sampling.

Primary data including mother's knowledge and attitudes about breast-feeding in the Islamic perspective, maternal characteristics (education, occupation, maternal nutritional status, mother's perception of the breast shape), and social factors (husband's support, the role of religious leaders, the role of mass media, and the role of health workers). Secondary data was breastfeeding program, number of breastfeeding mothers, and Ciputat-South Tangerang profile, etc that in accordance with the needs of this research. The primary data obtained through interviews using a questionnaire. Maternal nutritional status was measured with upper arm circumference using upper arm circumference meter. that the arm is not actively used by the mother for daily physical activity. This measurement used to classify chronic energy malnutrition of mothers, if upper arm circumference  $< 23.5$  cm and  $\geq 23.5$  cm for normal maternal health status. Validity and reliability of the questionnaire obtained using validity and reliability test in which  $r$  count  $>$   $r$  table (0.468).

## RESULTS AND DISCUSSION

Data analysis of this research including univariate, bivariate and multivariate analysis. The results of the data analysis are as follows:

**Univariate Analysis.** Table 1 shows that there are still mothers not breastfeeding their babies as much as 23%. However, majority of mothers have to breastfeed (77%), where there are mothers who give EBF as much as 40% and as much as 37% of mothers give partial breastfeeding (given additional formula or other weaning foods during 0-6 months aged in the first of life). As many as 48 mothers weaned their babies until 2 years of age and 29 mothers weaned their babies before 2 years of age. The mothers who weaned their babies before 2 years of age have general reasons that their babies will be difficult to wean.

The proportion of mother's knowledge of breastfeeding in the Islamic perspective as much as 39% still low, nearly half of all the mother (42%) have knowledgw enough and only 19% mothers have good knowledge. The proprtion of

mother's attitude of breastfeeding in the Islamic perspective almost equal number between negative attitudes (49%) and positive attitudes (51%). Generally, mothers had higher education is as much as 49% graduated from senior high school and about 19% graduated from university. More than half of the mothers were housewives (67%). Almost 90% mothers were well-nourished and approximately 13% of mothers have a risk of Chronic Energy Deficiency. As many as 51% of mothers admitted that their husbands do not support when breastfeeding because breastfeeding is regarded as the responsibility of the mother. She also revealed that most of the religious leaders (80%) did not play a role in giving a lecture on the necessity of a mother to breastfeed. Overall results of the univariate analysis are shown in Table 1.

Table 1  
Univariate Analysis of Breastfeeding Practices in Ciputat South Tangerang

Variable	Category	n	%
Breastfeeding practices	Not breastfeeding	23	23
	Partial breastfeeding	37	37
	Exclusive breastfeeding	40	40
Mother's knowledge of breastfeeding in the Islamic Perspective	Low	39	39
	enough	42	42
	Good	19	19
Mother's attitudes of breastfeeding in the Islamic Perspective	Negative	49	49
	Positive	51	51
Education level	Elementary school	10	10
	Junior high school	22	22
	Senior high school	49	49
	S1	19	19
Occupation	Housewives	67	67
	Employees of private companies	16	16
	Self-employed	2	2
	Civil servants	6	6
Mother's perception of breast shape	Negative	81	81
	Positive	19	19
Mother's nutritional status	Chronic energy deficiency	13	13
	Well-nourished	87	87
Husband's support	Does not support	51	51
	Have a good support	49	49
The role of religious leaders	Lack of role	80	80
	Have a good role	20	20
The role of health workers	Lack of role	23	23
	Have a good role	77	77
The role of mass media	Lack of role	82	82
	Have a good role	18	18

**Bivariate Analysis.** The dependent variables were categorized into 2 groups: (1) first group, the mothers who breast feed (EBF and partial breastfeeding), and (2) the second group, the mothers who did not breastfeed at all to the baby. Based on the results of the bivariate analysis in Table 2 it can be seen that there are 5 of 10 independent

variables were significantly associated with breastfeeding practices ( $p$  value  $<0.05$ ) such as: mother's knowledge of breastfeeding in the Islamic perspective, mother's perception of breast shape, the nutritional status of the mother, the role of religious leaders, and the role of the mass media. While other variables such as mother's attitudes of breastfeeding Islamic perspective, education, occupation, husband's support and the role of health workers do not have the significant relationship to breastfeeding practices.

Table 2  
 Bivariate Analysis of Breastfeeding Practices in Ciputat South Tangerang

Variable	Category	$p$ -value	OR (95% CI)
Mother's knowledge of breastfeeding in the Islamic Perspective	Low enough	0,014	3,236
	Good		
Mother's attitudes of breastfeeding in the Islamic Perspective	Negative	0,898	
	Positive		
Education level	Low education	0,138	
	High education		
Occupation	Worker	0,506	
	Not Worker		
Mother's perception of breast shape	Negative	0,041*	6,712
	Positive		
Mother's nutritional status	Chronic energy deficiency	0,033*	3,529
	Well-nourished		
Husband's support	Does not support	0,729	
	Have a good support		
The role of religious leaders	Lack of role	0,038	7,207
	Have a good role		
The role of health workers	Lack of role	0,688	
	Have a good role		
The role of mass media	Lack of role	0,048	4,226
	Have a good role		

The mother's knowledge of breastfeeding in the Islamic perspective have significant associated to breastfeeding practices ( $p$ -value 0.014). The analysis showed that mothers who have a fairly good knowledge 3,236 times more likely to breastfeed than the mothers who have less knowledge about breastfeeding in the Islamic perspective.

## DISCUSSION

Mothers who give not breastfeed their babies as much as 23%. As many as 77% mothers give breastfeed her babies with proportion mothers who exclusively breastfeed as much as 40% and partial breastfeeding about 37%. Many reasons that mother would not breastfeed their babies. Some mothers doubts with her capability to breastfeed that they can not produce breast milk enough for her babies. They family particularly her husband and her mother does not support to breastfeed. In despite of the successful breastfeeding depends on mother's commitment. They have to know that breastfeeding can be beneficial to mothers and babies health and has practical and economical benefits. Furthermore, breastfeeding may establish a psychological bonding between mother and baby that is good for mental development of children (Chapman dan Escamilla, 2012).

EBF not only can prevent nutritional problems in children hood such as stunting, infectious diseases: particularly diarrhea and acute respiratory tract, but also can determine the level of intelligence of children. This condition increased rates of children morbidity and mortality (Black, RE, et, al, 2008).

Breast milk has the many advantage that can not be defeated by any formula. Cow's milk contains proteins that are difficult to digest by infants (Hegar, 2008). The immunity in infants that given EBF better than babies who wevr not given EBF (Kramer, et, al, 2002). Moreover, Young, et, al (2012) explained that the provision of early complementary feeding increases excess body fat composition in excess can lead to overweight.

Mother's knowledge and Attitudes of breastfeeding become the main force keeping the commitment to continue breastfeeding until the age of 2 years (Minsitry of Health RI, 2007). Based on the data in several primary helath care in Ciputat-South Tangerang, shows that coverage of breastfeeding approximately <45% (regular reports in some primari heath center, in Ciputat-South Tangerang). But, this figure does not answer the target coverage of breast-feeding in Indonesia is as much as 80%. The mothers who have good knowledge of about breastfeeding in the Islamic law as much as 19%, about 42% mothers have enough knowledge and as many as 39% have less knowledge. The similar study was obtained as much as 62.4% of mothers breastfeed in the Mekarwangi Village, Bogor that the mothers have less knowledge and attitudes of breastfeeding practices in the Islamic Perspective (Ningsih, FK, 2011).

## CONCLUSIONS AND RECOMMENDATIONS

The mothers who do not breastfeed in this study were as many as 23% and about 77% of mothers give breastfeed their babies (as much as 40% EBF and 37% partial breastfeeding). As many as 19% mothers as many as have good knowledge, about 42% enough knowledge and 39% less knowledge of breasteeding in the Islamic perspective. Bivariate analysis showed there are significant association ( $p\text{-value} < 0,05$ ) between mother's knowledge of breastfeeding in the Islamic perspective (OR = 3.236), mother's perception of breast shape (OR = 6.712), nutritional status of mother (OR = 3.529), the

role of religious leaders (OR = 7.207), and the role of the mass media (OR = 4.226) with breastfeeding practices.

The mother's knowledge of breastfeeding can be enhanced through the dissemination of information regarding the benefits of breastfeeding particularly in the Islamic perspective. This effort can be optimized if there are multi-sector cooperation, particularly the health department with the department of religion. The role of health workers and religious leaders as well as family support is very helpful the mothers to give EBF. Further research can be done with a cohort study design to see the knowledge of mothers in breastfeeding so that the early intervention can be done, especially before and during pregnancy.

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## THE INCREASING OF KNOWLEDGE AND ATTITUDE ON NUTRITION AMONG MOTHER OF CHILDREN UNDER FIVE AFTER INTERVENTION

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### Abstract

There are 2,719 people whose last education level is primary school only in Rempoa, South Tangerang. Low education will impact on health knowledge, especially knowledge of mother on children nutrition. Health promotion by using appropriate and effective media to increase the knowledge of the mother or caregiver on children nutrition of is needed. Evaluation on intervention was conducted to determine whether an increase on knowledge and attitude before and after nutrition education by using flipchart is better than oral message only. The design of this study quasi-experimental design. In this design, the experimental group A and control group B are selected purposively. Group A is given nutrition messages by using backsheet while group B is exposed by oral only. In these two groups, both pre-test and post tests are conducted after intervention. Major Issues and discussion: low educational level of the mother or care giver can affect attitudes and behavior, and eventually interrupt the growth and development of children's nutritional status. The higher a person's education level, the higher the level of knowledge of nutrition and health may affect the selection of food that will be consumed. Conclusion: Increased knowledge and attitude among group A is higher than group B. Media is proven to be better medium for nutrition message delivery than oral message only.

**Keywords:** *Child nutritional status, media, intervention*

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### INTRODUCTION

Achievement of the Millennium Development Goals (MDGs) is a global agreement that it becomes standardized target to be achieved by each country, including Indonesia. One of the goals of MDGs is declining infant mortality rate (IMR) and Infant Mortality Rate (IMR) until two-thirds by 2015, or by 23 per 1,000 live births for IMR and 32 per 1000 live births for IMR (UNDP, 2010). Nutritional status is one of the indirect causes of the IMR. Prevalence of malnutrition from 2007 to 2010 steadily remains at 13%. A total of 18 provinces still have a prevalence of malnutrition above the national prevalence (Riskesdas, 2010).

Banten province is among the 18 provinces with the highest prevalence of malnutrition above the national prevalence. Child malnutrition in South Tangerang District, a region in Banten, is one of nutritional burden. Based on South Tangerang City Health Office data in 2010, there were about 271 wasting children and 4,468 undernourished. Mother's or care giver's poor knowledge on nutrition is root cause of malnutrition. By increasing their knowledge, it is a milestone to develop proper feeding and hence the children nutritional status will be improved.

There are 2,719 people whose last education level is primary school only in Rempoa, South Tangerang. Low education will impact on health knowledge, especially knowledge of mother on children nutrition . Health promotion by using appropriate and effective media to increase the knowledge of the mother or caregiver on children nutrition of is needed.

This study was conducted to determine whether an increase on nutrition knowledge before and after educating by media flipchart of mother or caregiver was achieved . In addition, the objective of this study is to observe whether education by using media flipchart is better than education without using media.

## METHODS

**Design, Location and Time.** This research is a quantitative study of non equivalent pre-test and post-test, control-group design. In this design, the experimental group (A) and control group (B) are selected without random placement procedure. In these two groups, both pre-test and post-test were conducted (Creswell, 2010). Before intervention, questionnaire was validated and statistically analysed. This study was conducted in integrated health post (posyandu) in Rempoa, South Tangerang in June 2012. Population of this study was mothers and caregivers of underfive children who live in Rempoa. Samples were selected purposively. The size sample in this study was the entire population who visit posyandu within one last month. Samples were divided into two groups: the experimental group (A) and control group (B). Both groups wer given education but Group A by using media while group B by oral message only.

**Data Collection and Analysis.** Respondents in both groups fill in the questionnaire pre and post intervention. After that, the data were analyzed by statistical software to assess whether there are differences in intervention effect between media group and non media gorup.

## RESULTS AND DISCUSSION

**Characteristic of Mothers and Caregivers.** It is apealed that the average age of the mothers and caregivers are 32 years old with the youngest mother is 19 years old and the oldest age is 63 years. The average age of the child or children is 28 months, the youngest child is 6 months and the oldest is 60 months. More details of characteristic description can be seen in Table 1.1 below.

Table 1.1  
Age Distribution

	Mean	SD
Mothers and care givers	32.9	9.6
Underfive children	28.3	16.3

The age of the respondents included in the reproductive age at which the age of the mother has sufficient capacity and stamina to be able to indulge in the care of children, especially longer make the learning process in order to support these functions. According to Sudoyo (2007), human physiological changes that drastically decreased rapidly after the age of 40 years. Age of the mother or child caregiver will affect the formation of abilities, because the capabilities can be acquired through everyday experience outside the educational factor. In addition, the number of children is one factor expected to affect the behavior of a person in acting or doing something. The number of children is defined as the number of children ever born alive by respondents. Based on the results of the study, the average number of children respondents have 1-2 children at 78.6%. This indicates that mothers with young children who may have a little to spare enough time to pay attention to the nutritional status of their children compared to mothers who have more children or more than 2 children.

Table 1.2  
 Proportion Mothers and Caregivers by Number of Children

<b>Number of Children (n)</b>	<b>Number of Mothers and Caregivers (n)</b>	<b>Percentage (%)</b>
1	28	50.0
2	16	28.6
3	9	16.1
4	2	3.6
5	1	1.8
Total	56	100.0

Other demographic variables were also important is education. Based on the results of the study, the average child's mother or caregiver education is graduating High School (SMA) of 44.64%, with a minimum education level had not completed primary school (7:14%) and highest for Higher Education (PT) post-graduate level (1.79% ).

Education is one of the behavior change process, the higher one's education will facilitate a person to obtain or access information that will enrich their knowledge. However, the results of this study indicate that the educational level of the mother or caregivers are low, this can affect attitudes and behavior, especially in regard the growth and development of children's nutritional status. The higher a person's education level, the higher the level of knowledge of nutrition and health that may affect the selection of food that will be consumed (Berg, 1986). The results also show that most mothers do not work or serve as a housewife or a babysitter that is equal to 98.2%, only 1.8% were working or self-employed. For more details can be seen in table 1.3.

Table 1.3  
Proportion Mothers and Caregivers by Working Status

Working Status	n	%
Private Employee	1	1.8
Housewives	54	96.4
Paid Caregivers	1	1.8
Total	56	100.0

In this research status of the majority of respondents indicated a tendency housewife mother could indulge more related to child care and child health monitoring directly. It is expected to be in line with the knowledge and attitude of mothers towards the growth and development of children's nutritional status. In this research status of the majority of respondents indicated a tendency housewife mother could indulge more related to child care and child health monitoring directly. It is expected to be in line with the knowledge and attitude of mothers towards the growth and development of children's nutritional status.

**Mothers and Caregivers Knowledge After Intervention.** Knowledge can be defined as a condition of knowing about something. In this study, the knowledge in questionnaires are based on nutritional knowledge that consist of proper feeding to underfive children (type, amount and food safety). Based on the research results, the average of mothers and caregivers knowledge in both group increased by 14.5%, from 42.5% to 56.9% after intervention. In group intervention by media, knowledge increased higher (28%) than group intervention non media (26%). However the change between two groups are not too spatial.

One very important factor in increasing knowledge is a method of delivering information that is tailored to the needs of the target and use the appropriate media health promotion (Edberg, 2002). The media is all the means of health promotion or attempt to display a message or information to be conveyed by the communicator, be it through print, electronic (television, radio, computer, etc.) and outdoor media, so that the target can experience the knowledge that may eventually pengingkatan change their behavior in a positive direction on health. The purpose of the media is to facilitate the delivery of health information, avoid misperceptions, clarify information, facilitate understanding, reducing communication verbalistic, can display objects that are not visible to the eye, smooth communication and others.

According to Kemp et al Mubarak in 2007, the basic characteristics of the media is media selection according to specific learning situations. It is important in the production medium is the message that is packaged in accordance with the needs of the target. Packaging media has interesting elements and invite the target to communicate. Elements of color selection should be tailored to the color function psychologically. To be more easily understood objectives, information may be delivered by appropriate tools such as: drawing, flip chart special, or brochures. With a suitable tool, clients will be more interested in the explanations given.

**Mothers and Caregivers Attitudes After Intervention.** Based on the research results, the average of the mothers and caregivers attitudes had change for 4.76%. It is also seen that an increase in both groups occurred from 73.6% to 78.3%. In the

intervention group there is an increase by 26% while in non media group, the change is quite far low, only 1.3% increased.

Attitude is a tendency to act (growing niche to behave), yet is an act, but of attitude can be foreseen his actions. The attitude is a readiness to react to certain objects in the environment as an appreciation of an object (Notoatmodjo, 2003).

Attitudes will directly drive behavior. The attitude in everyday life is an emotional reaction to social stimuli. This is in line with the theory popularized by Ajzen originally called the theory of reasoned action is then updated by Ajzen and Fisbein in 1985, with the added variable of self-efficacy, a term popularized by Albert Bandura (Sarafino, 2002).

Furthermore, a person's attitude can also be influenced by one's education. Based on the results, that the toddler's mother who has a good attitude tends to be caused by low education as well. Education also affects the occurrence of a change in attitude and behavior of a healthy person's life. Changes in a person's attitudes and beliefs may be influenced by the presence of both formal and informal education.

According Notoatmodjo, (2003), attitude consists of various levels, namely: 1) Receive (receiving), means that the person or subject and want to pay attention to a given stimulus object. 2) Respond (responding), interpreted to provide answers when asked, doing and completing a given task is indikasi of attitude. 3) Respect (valuing), defined invite others to work on a problem or discuss an indication of the attitude of the three levels. 4) Be responsible (responsible), is responsible for everything that has been chosen with all the risk is the highest attitude.

## CONCLUSION

There is an increased knowledge and attitude of the child's mothers and caregivers before and after the intervention by using media. It can be concluded health promotion using the media is more effective than without using media. Furthermore, media should be always developed to optimize health educators tasks in every health promotion activities in public health services.

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## GAME DEVELOPMENT OF “CHOOSE HEALTHY FOOD”

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### Abstract

School age was a period when a child enters a new environment, change of just playing to the learning phase, this change will result in a lot of little habits that children often consume foods haphazardly around the school. Students did not understand how to choose healthy snacks which will be detrimental to their own health. Students need enough knowledge and positive attitude in choosing their snacks. The authors developed a game with computer technology to educate students for choosing healthy snack foods. A game called choose healthy food have been created and developed through computer technology in Microsoft Power Point. This game can be run on computers that have at least a Pentium II processor. This game was one of the media promotion of health for students grades 4 to 6 elementary school in order to be attracted to healthy food snacks. Nutrition education with the choose healthy menu food could help students understand that diet is related to their health and can provide information on what foods to eat for health. Health promotion interventions could use for modifying health behavior.

**Keywords:** *nutrition education, health promotion, games computer*

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### INTRODUCTION

Snack behaviour became part of the daily almost all age groups and social classes, including the class of school-age children and adolescents (Titi S 2004 in Qonita, 2010). Almost all school-age children consume snack (91.1%), in addition to the nutritional value of snack foods that are relatively low, food safety street food is also a problem. As an alternative food for school children, the nutritional value and the value of the snack food security still need attention (Muhilal et al, 2006, in Qonita, 2010).

School age was a period when a child enters a new environment, change of just playing to the learning phase, this change will result in a lot of little habits that children often consume foods haphazardly around the school. A survey conducted by POM in 2004 involving hundreds of elementary schools across Indonesia and holds about 550 types of food taken from the sample testing, showed that 60% of street children schools did not meet standards of quality and safety, 56% of samples containing *rhodamine* and 33% containing *borax*. In 2007, POM conducted a survey involving 4,500 back to school in Indonesia and prove that 45% of street children dangerous (Suci, 2009).

Students did not understand how to choose healthy snacks which will be detrimental to their own health. Students bought their favorite snack by themselves without thinking of the materials contained therein (Judarwanto, 2008). Students usually have more attention, activity outside the home, and often forget mealtime so they buy snacks at school to just block the stomach (Rakhmawati, 2009).

Snack habit was influenced by factors related to food, personal characteristics (knowledge of snacks, intelligence, perception, and emotions), and environmental factors (Ariandani, 2011). Snack habit was influenced by factors related to food, personal characteristics (knowledge of snacks, intelligence, perception, and emotions), and environmental factors (Ariandani, 2011).

To prevent and reduce malnutrition in children due to school for snack culture media nutrition education needs to be developed that "friendly subject" and attention to the advancement of information communication technology. This technology was expected to become a media nutrition education. Information on the criteria of healthy snacks for school children through the development of computer technology was expected to educate students for choosing healthy snack foods.

Interactive and multimedia computer technology has grown in the last two decades as a tool for nutrition education. According to Serrano & Anderson (2004) technology combines the capabilities of animation, video and music, as well as providing opportunities to increase the desire of learning and behavior change in children, including feeding behavior and healthy physical activity. Therefore it is felt necessary to develop tools such as game-based nutrition education for children of school computers, because children need enough knowledge and positive attitude in choosing snacks.

## METHODS

The applications development process consisted of four stages: (1) requirement, (2) selecting platform, (3) design and development, and (4) integration.

**Stage 1 requirement:** The first stage of this process involved defining the purpose of each games. The application were made for students elementary school grade 4-6. This required specifying the relevant public health guidelines to inform the goals for behavior change, the specific strategies for behavior change, the visuals or graphic design, and the potential data to be collected. With this stage, the application developer can define the solution, flow and features that exist in the application.

**Stage 2 selecting platform:** The game "choose healthy food" have been created and developed through computer technology in Microsoft Power Point.

**Stage 3 design and development:** Stages of design and development "choose healthy food" game in Microsoft Powerpoint consists of several stages:

- a. Before starting the design of the game, select menu then performed on the Power Point Macros activation by clicking on the **Microsoft Office** logo, select **PowerPoint Options**, then click the menu **popular** and checkline **Show developer tab in the ribbon** and then click OK.

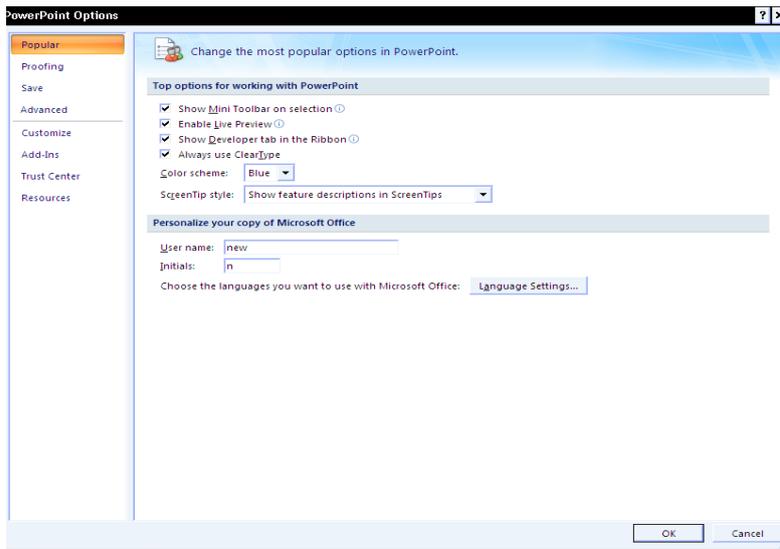


Figure 1. Activation Microsoft Office Power Point

- b. Then click the **Developer** menu and click **Macro Security**. At the security macro choose **Macro Settings** and select **Enable all macros (not recommended; Potentially dangerous code can run)**, and then click OK.
- c. The next step is the placement of the content and the navigation button to go to another page to page Power Point. As for how to make the button is to perform the insert shape and the name of the button to enter text. After that do a group on the shape and the text so that it becomes a button. Then made the navigation of the buttons by selecting the **action** on the insert **tab**.
- d. Making a timer feature. Due to the power point can not be made a function of the timer, the timer that runs automatically when the game starts and can stop when the game is finished, created with the help of Adobe Flash software.

**Stage 4 integration:** This stage of the which all code and the data to be compiled into the one file. For this applications was generated in the form of a file with the swf format. Location of the flash file must be saved with the file folder "choose healthy food game" in power point. File timer in this game so the user must still manually click the start button to start timing and click the finish button to record the time of completion of the game.

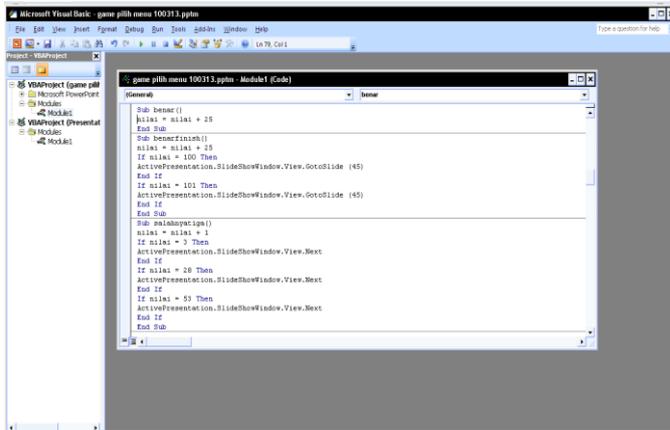


Figure 2. Integration

### RESULTS AND DISCUSSION

This application games was run on a computer that has at least a Pentium II processor. This game is one of the media promotion of health for students grades 4 to 6 elementary school in order to be attracted to healthy food snacks.

The way this game was to apply the principle of choosing the menu for healthy snacks. At each level of the game there was a choice of several food ingredients needed to make one of the recipes. The flow of the game select menu was that when the user successfully choose the right foods, the user can proceed to the next level, but if the user either choose foods up to 3 times it will display a warning game over.

In this game development was inseparable from the use of animation contained in the power point. Animation type used one of them is the trigger animation where the animation will appear when a certain object has been clicked. Animation was applied when the user has clicked on groceries correctly it will automatically appear score points covering foodstuffs that have been in the click. It also triggers the animation is also used when all foods recipe was chosen correctly it will automatically appear on the notification level animation was complete.



Figure 3. Lay out game

This game was the application of nutrition education and health promotion via computer technology. Nutrition education programs could be delivered through a variety of media. Nutrition education through the medium of computer games was a form of persuasive technology.

Persuasive technology was defined as a computer system, device, or application that is intentionally designed to change a person's attitude or behavior (Fogg in Vivian, 2013). This technology uses tools (e.g., pedometer or balance board), media (e.g., video, audio, or both), and social interaction (e.g., playing with another person) to persuade individuals to adopt the behavior without their actually knowing it. The emerging field of persuasive technology has enormous potential for promoting physical activity and healthy behaviors (Fogg and Eckles 2007; Zhu 2008 in Vivian, 2013).

One study showed that the nutrition education program that teaches positive messages about diet can potentially improve dietary behaviors and improve nutrition knowledge in children (Power et al., 2005). Nutrition education could help people understand that diet was related to their health and can provide information on what foods to eat for health, but it can go further: it could assist people to consider their food choices in relation to more fundamental issues in their near environments, such as personal relationships, home and work situations, economic and time pressures on decision making, and community structures, the built environment, and other conditions of living.

Nutrition education was a form of planned change that involves the deliberate effort to improve nutritional well-being by providing information or other types of educational/behavioral interventions. Programs based on this approach used evidence-based strategies to facilitate the adoption of healthful individual behaviors and community practices. Evaluation in this approach was measured by improvements in the food and nutrition behaviors (and physical activity patterns where appropriate) and health outcomes of individuals and communities.

Nutrition education through media campaigns can influence a person's behavior through knowledge level. As research conducted by Lila et al (2012), also showed that health education through the game of snakes and ladders games are done for almost a month can change the knowledge and attitudes of school children in choosing the types of snacks. Another study by Shrewsbury, et al (2009) in Mahdali, et al (2013) showed an increase in knowledge after the administration of education in the study sample for 4 months. This was consistent with the results of the research (Saffari, et al., 2013 in Mahdali et al, 2013) which reported that Iranian adolescents given counseling integrated for 3 months can improve the lifestyle score of 123.7 into 131.8 ( $P < 0.005$ ) than before the extension.

The majority of the studies reported at least some changes in dietary behaviour, knowledge or attitudes. Changes in nutritional knowledge and attitudes do not, however, necessarily translate into changes in behaviour. Thus, future research should concentrate on how the effects of an intervention programme can be maintained, in addition to studying outcomes immediately after the intervention.

## CLOSING

This game has not been extensively tested, but the authors are optimistic this game could be one of the media promotion of health for primary school age children in particular grades 4-6.

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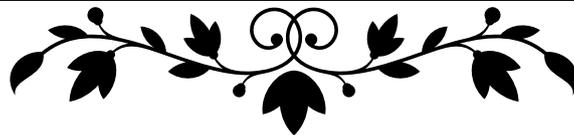
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# RELIGION, ART, CULTURE AND TOURISM

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## **SOCIAL CHANGE AND INTERPRETATION OF ISLAM IN CONTEMPORARY DISCOURSE**

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### **Abstract**

The Muslim's faith and practices are based on the authoritative and authentic sources of the Qur'an and the Sunnah of the Prophet (s.a.w). Modernity and Post Modernity are common dialogical issues for all forms of religious tradition. Muslims have reacted in conflicting manner against the pressure of modern and post modern ideas and the forces of social change. On the one hand, reconstructionist calls for a reconstruction of Islamic intellectualism based upon the Qur'anic hermeneutics. On the other hand, traditionalist firmly offers a restatement of Islam based on traditional method of tafsir and tawil. This paper aims at analyzing the validity of the employment of tafsir, ta'wil and hermeneutical approach to the Qur'an. This paper employs content analysis method to analyze text, mainly the works of Fazlur Rahman and Syed Muhammad Naquib al-Attas who represent the reconstructionist and traditionalist respectively. The result of the study shows that the most fundamental bases for the differences between hermeneutics and the science of Qur'an interpretation (tafsir and ta'wil) lie in the conception of the nature and authority of the texts and the authenticity and permanence of the language and meaning of the scripture. Thus, the traditional methods of tafsir and ta'wil are permanently relevant and valid methods of interpreting the Qur'an, for both are scientific methods based upon the established semantic of the Arabic language, as reflected and applied in the Holy Qur'an and in the Hadith.

**Keywords:** *Islam, Social change, Tafsir, Ta'wil, Hermeneutics*

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### **INTRODUCTION**

Muslim has felt the impact of the manifold forces of modern life intellectually, scientifically and socio-politically for the last two centuries. The contemporary challenge for the Muslims is how to "recover" Islam from the debris of history and make it a living force not only for the Muslims but also for the mankind. The basic questions are: what elements in their history that they may emphasize and combine with the modern ones for an effective self-restatement of Islam in answering present challenges? What they may modify and reject? All pre-modernist reform efforts and most of the modernist ones are but attempts to resolve these questions.

Against this background, Fazlur Rahman argues for the need to evolve some adequate hermeneutical method. The method, which resorts to historical criticism, is the only acceptable way to achieve a genuine appreciation of the objective of the Qur'an and the Sunnah. This approach includes both changing the rules of the past in conformity with the altered situation of the present, and changing the present situation, where necessary, so it is brought into conformity with the general principles and values

of the Qur'an and Sunnah. On the other hand, Syed Muhammad Naquib al-Attas, firmly offers a restatement of Islam based on traditional method of *tafsir* and *ta'wil*. Employing the content analysis method, it is, thus, the objective of this paper to analyze the conceptual framework and the validity of the employment of *tafsir*, *ta'wil* and hermeneutical approach to the Qur'an as mainly elaborated in the works of two renounce modern Muslim scholars, Fazlur Rahman and Syed Muhammad Naquib al-Attas.

**Islam and social change.** Change, which is inevitable, brings within itself certain social and religio-moral implications. Hence, an adequate change in all parts and sectors of the social organism, according to Fazlur Rahman (1979) is necessary, for a state of true stability and solidarity does not consist of merely a static internal cohesion of various factors and elements of a society, but of an adjustment of the total social organism to movement and change. (Fazlur Rahman, 1970) Islam in history has undergone changes and that it will continue to change at even more rapid pace. Historical Islam, according to Fazlur Rahman (1985) has shown the initial capacity to meet challenges creatively. For approximately fourteen centuries, Islam has unfolded itself in history, partly controlled and moulded this long historical process especially in the early centuries, and partly compromised with this process, either at political level in the post-classical period as well as at spiritual level in the later 'Middle Ages'. During the course of its history, Islam has acquired that richness and depth of experiences through which it has developed as a historical phenomenon.

The only things that cannot be given up or modified are the objectives and principles of the Qur'an, which are supposed to exercise control upon and direct the present social change. In other words, all expressions and understanding of Islam require "a criterion-referent", i.e., "a normative Islam"; otherwise, social changes will not be healthy. This criterion-referent or "the normative anchoring point" must remain the Qur'an and the Prophet's definitive conduct. (Fazlur Rahman, 1979)

On the other hand, societal progress and development, according to Syed Muhammad Naquib al-Attas (1976), is not a continuous change towards an uncertain future, but rather "the process of movement towards genuine Islam by Muslims who have strayed away from it is development; such development is the only one that can truly be termed progress".(al-Attas, 1993) In other words, progress presupposes attainment in this life of goals that are already clear and permanently established; for the struggle towards constantly changing goals is not progress. In this case, human perfection is not evolutionary; rather, it is devolutionary because it has achieved its perfection in the person and Community of the Prophet (s.a.w) of the 7th century C.E.

**Muslim and Modernization.** Muslims have reacted in conflicting manner against the pressure of modern ideas and the forces of social change. On the one hand, there are those who present the religion as a catalyst of change and even of modernization. Religion is described as dynamic, i.e., capable of generating change and self-renewal. On the other, there are those who consider religion as an obstacle to change or modernization, hence the cause of the apparent backwardness of religious communities. There are also those who admit the incapacity of religion to generate modern change, but apologetically claim that religion can adaptively and creatively respond to change. (Zwi Werblowsky, 1976)

Historically, muslim's responds, either in their attempts to absorb, transform, reject or adjust to these forces has developed into various approaches. Fazlur Rahman (1996) identifies two prevalent approaches among the Muslim intellectuals. The first approach is of the traditional 'ulama' who accepts the technological benefits of modern life, but does not willing to accept the consequences of modern education and even unaware of its consequences. They even think that the traditional belief and law of Islam, as formulated by medieval theologian and jurist can be kept completely intact and immune from modern influences. For instance, while welcoming modern industry, the 'ulama' strictly forbid the giving and taking of interest. In their eagerness to keep intact the traditional Islam and their confrontation with modernity, this attitude of the majority of the 'ulama' is directly conducive to secularism.

The second method is of the Muslim modernist who interprets individual verses of the Qur'an or the Hadith according to subjective and not infrequently arbitrary predilections arising out of the acceptance of various belief and practices from the modern West. This approach, which is still dominant in the Indo-Pakistan subcontinent, often violates history and sometimes imposes arbitrary meanings on words.

A second and allied form of this method of interpretation is to invoke some kind of traditional authority to support an interpretation reached on grounds of modernist thinking. This method, which is particularly prevalent in Egypt in the field of Islamic law, is described as *talfiq* or patch-work, i.e. picking and choosing from the various schools of thought at one's own wish. The modernist has simply opted for the more convenient view irrespective of the basis on which it rest and has not dared to perform their own *ijtihad*. This second form has the merit of avoiding radicalism and ensuring traditional continuity, but it is unsatisfactory because it is often illogical and can never be welded into a system.

Fazlur Rahman (1979) contends, Muslims have failed to "recover and reconstruct Islam". In order to recover Islamic past and to reconstruct an Islamic future on it, he firmly believes that the Muslims must squarely address the basic question of method and hermeneutics. He thus explains:

The reader will also be struck by my preoccupation with the correct method of interpreting the Qur'an and may well wonder, at first sight, why this question should stand at the center of Islamic intellectualism. The answer is that the Qur'an, for Muslims, is the divine word literally revealed to the Prophet Muhammad...Further, the Qur'an declares itself to be the most comprehensive guidance for man...Furthermore, the Qur'anic revelation and the Prophetic career of Muhammad lasted for just over twenty-two years, during which period all kinds of decisions on policy in peace and in war, on legal and moral issues in private and public life were made in the face of actual situations; thus the Qur'an had from the time of its revelation a practical and political application; it was not a mere devotional or personal pietistic text...[it was thus] a unique repository of answers to all sorts of questions. (Fazlur Rahman, 1982)

## THE METHODOLOGY OF QUR'AN INTERPRETATION

Basically, there are two essential features that characterize Fazlur Rahman's methodology of the Qur'an; On the one hand, a work like *Major Themes* is an unavoidably 'scripturalist' in its assumptions, in the sense that the Qur'an can and must speak directly, as a unified and coherent whole, to contemporary Muslims; that the Qur'an need not to be bound by the weight of tradition; that the Qur'an's best interpreter is the Qur'an itself; and that its essential message is universal, uncircumscribed by historical circumstances. On the other hand, his approach is one, which elevates the Qur'an, yet applies a sophisticated hermeneutics involving 'a double movement' from present situation to the original context, in order to formulate a principle, i.e. a *ratio legis*, applicable to the contemporary Muslim situation (Brown, 1988)

**The Unity of the Qur'an.** The Qur'an, according to Fazlur Rahman, inculcates "a definite attitude towards life" and "a concrete weltanschauung", which has "no inner contradiction but coheres as a whole" and "no disjunction but the closest possible connection". (Fazlur Rahman, 1982) In his thematic approach, Fazlur Rahman synthesizes major themes from the Qur'an in a logical sequence, stressing its chronological order as developed in the corpus of the Qur'an itself. A number of references drawn from various parts of the Qur'an are cited to exemplify, support and extend his treatment of a particular point. (Hewer, 1998; Solihu, 1998) This view, by implication, dismisses the idea that the existing Qur'anic arrangement is significant. (Mustansir Mir, 1986; Solihu, 1998) In fact, nowhere has Fazlur Rahman explained why despite receiving the revelations in a piecemeal manner and occasioned by *asbab al-nuzul*, the Prophet (s.a.w) arranged the Qur'an from *Surah al-Baqarah* onwards to *al-Nas* not in chronological order.

**Double Movement Theory.** Fazlur Rahman (1982) proposes a system of interpretation consisting of a double movement "from the present situation to Qur'anic times then back to the present". Having worked backward from the particular to the general in the systematic study of revelation, the process can then be reversed, hence the general principles can be particularized again in the contemporary context. The first of these two movements consist of two steps:

First, one must understand the import or meaning of a given statement by studying the historical situation or problem to which it was the answer...The second step is to generalize those specific answers and enunciate them as statements of general moral-social objectives that can be "distilled" from specific texts in light of the socio-historical background and the often-stated *rationes legis*... Throughout this process due regard must be paid to the tenor of the teaching of the Qur'an as a whole so that each given meaning understood, each law enunciated, and each objective formulated will cohere with the rest...(Fazlur Rahman, 1982)

In the second movement, the general principles elicited from the revealed sources are brought to bear upon the present conditions of Muslim society. This

presupposes a thorough understanding of these conditions through the instrumentality of the social scientist. However, since the present situation can never be identical to the Prophetic past in certain important respects, it is required that “we apply those general principles of the Qur’an to the current situation espousing that which is worthy of espousing and rejecting that which must be rejected”. (Fazlur Rahman, 1982) However, just what the criteria are for rejecting certain “important respects” and not others is crucial question that Fazlur Rahman does not seem to answer decisively. If these respects are important and may nevertheless be neutralized, then there is no guarantee that essential Qur’anic elements or even principles will not be set aside. (Hallaq,1999) In fact, there is no clear mechanism on the application of the systematic principles derived from the revealed texts and their contexts to the present situation in this second movement. (Hallaq,1999; Fazlur Rahman, 2000)

Fazlur Rahman (1970) is very confident that this method of interpretation of the Qur’an is “the most satisfactory and perhaps the only possible one”, for it is “an honest, true and practical” approach. All other methods, he claims, are essentially farcical devices of marking time. Nevertheless, he admits that this approach, as all other interpretations and approaches to truth, cannot eliminate subjectivity, but can only minimize it.

In a macroscopic sense (as opposed to distinctions of detail), however, all interpretations and approaches to truth are subjective, and this cannot be eliminated. All views have a point of view, and there is no harm in this provided the angle of vision does not distort the object of vision and is also exposed to other viewers' visions. Indeed, the difference of opinion thus generated is healthy provided only the opinions are not unreasonable. (Fazlur Rahman, 1970)

In this case, Fazlur Rahman as many other contemporary scholars who advocate hermeneutical approach, according to Wan Mohd Nor (1998) is trapped in at least two ways. First, the undermining of his own position, which is admittedly infused with age-bound ideological, methodological and other presuppositions, but is held to be final and unchanging. Second, the inability to explain the fact that some intelligent Muslims still hold and are able to successfully defend interpretations that were first espoused by al-Ghazali almost a thousand years ago despite the huge socio-political and economic differences. Thus, he concluded that al-Attas’ position on the scientific nature of *tafsir* is a profound answer to this sophisticated position of the hermeneuticists, which is influenced by developments in the history of science and sociology of knowledge as well as by the general development in hermeneutics. (Wan Mohd Nor, 1998)

***Tafsir and Ta’wil.*** Al-Attas (1991) underlines that *tafsir* is indeed a scientific method because it is based upon established knowledge of the semantics of the Arabic language, as organized and applied in the Holy Qur’an and reflected in the Hadith and the Sunnah, with due consideration given to the socio-historical background in order to elicit the proper meanings. All these consideration, which are based on the scientific nature of the Arabic language with its system of roots, the availability of authoritative dictionaries, and authentic historical support, have helped produce authoritative exegeses of the Qur’an. The truths of the metaphysical, socio-legal and scientific verses of the Qur’an are not limited to socio-historical occasions of their revelation. Al-Attas explains thus;

Indeed, it was because of the scientific nature of the structure of the language that the first science among the Muslims – the science of

exegesis and commentary (*tafsir*) – became possible and actualized; and the kind of exegesis and commentary not quite identical with the Greek hermeneutics, nor indeed with the hermeneutics of the Christians, nor with any ‘science’ of interpretation of sacred scripture of any other culture and religion. In *tafsir*, there is no room for learned guess or conjecture; no room for interpretation based upon subjective readings, or understandings based merely upon the idea of historical relativism as if semantic change had occurred in the conceptual structures of the words and terms that makes up the vocabulary of the sacred text. (al-Attas, 1991)

### CONCLUSION

The existence of variety of methods and analytical-critical trends in the study of literary texts is due essentially to differing views in defining the nature of the texts, its characteristics and roles. The most fundamental bases for the differences between hermeneutics and the science of Qur’an interpretation (*tafsir* and *ta’wil*) lie in the conception of the nature and authority of the texts and the authenticity and permanence of the language and meaning of the scripture.

In the course of his interpretation of the Qur’an, Fazlur Rahman adopts both synchronic as well as diachronic approaches. While acknowledging the importance of the knowledge of the Arabic linguistic sciences, he nevertheless appears to over-emphasize the importance of the socio-historical background of the revelation of the verses of the Qur’an. The Qur’an and its individual pronouncements on matters social, moral, political or economic, all have their specific backgrounds rooted in the flesh and blood of history, for the Qur’an, he holds, is a response to the conditions prevailing in pre-Islamic Arabia in general and in the Meccan milieu in particular. This view is partially right, for the Qur’an is not merely a response to the Arabia of the Holy Prophet but a guidance, which speaks about those who believe in the unseen, those who establish prayer, about the present as well as the past. In other words, the Qur’an is a response to a certain human condition that has existed at that time and will continue to exist now and in the future.

In his proposed methodology, a clear distinction is made between historical Islam, which is an interpretation, and normative Islam, which is the meaning of the text itself and is not free entirely from interpretation. Thus, the interpretation of the Qur’an is forever anew and no ultimate or final version of interpretation is allowed. In other words, the truth is to be found in the reading rather than the texts for the comprehension of the texts is according to the standards of its time. It is obvious that he over-extended the critical-historical method in vogue in Biblical criticism to the interpretation of the Qur’an, thereby becomes suspicious of his own tradition and vehemently rejects other authoritative interpretations in that tradition. In consequence, his approach allows for the spread of the systematic undermining the past scholarship, its intellectual and spiritual leadership as well as the Islamic notion that knowledge is a universal reality. In fact, he denounces the belief in authority, fearing that it leads to and assumes credulity, which is rightly the father of all types of occultisms, miracle-mongering and crass forms of spiritual exploitation. While holding to this position as final and unchanging, Fazlur Rahman is actually undermining his own authority. Even his position is admittedly infused with age-bound ideological, methodological and other presuppositions.

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## **SPIRITUALITY OF WELFARE PRACTITIONERS IN SOCIAL SERVICE FOR THE AGED IN INDONESIA**

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### **Abstract**

The care practices for the aged in Indonesia still revolve around psychosocial approach regardless of other relevant dimensions, such as spirituality. The quality of service is influenced by interaction between the elders and welfare practitioners, but it seems that spirituality of the later will mostly shape the service. Therefore, this study aims to explore how the practitioners understand spirituality and how it is implemented in practice with clients. This qualitative study recruited nine practitioners delivering services for elders in both institutional and home care setting. NVivo software was used to organize data and coding results that can be simply retrieved for analysis process. This study finds that the practitioners actually have their own view point and practices of spirituality enlightened either by religion or non-religion. Such living spirituality is practiced daily but is not explicitly and consciously used in their interactions with elderly clients. By constructivist grounded theory, several themes constructed from practitioners' views and actions are as follows: meanings of spirituality, religious affiliations and practices, beliefs and values, meaning making and benefit finding, motivation to be a practitioner, coherence between spirituality and social work values and ethical principles, and spiritual assessment and intervention.

**Keywords:** *the elderly, practitioners, well-being, spirituality, grounded theory*

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### **INTRODUCTION**

Indonesia has experienced an ageing population running together with social, economic, and cultural changes (Noveria, 2006). This combination can in turn affect the well-being of older people. The government has limited capability, while society is uncertain in providing social services for them. Family members who are supposed to take care their elders cannot give adequate attention because of life busy or economic difficulties, for instance. As a result, the care will be taken by welfare practitioners who mostly have no any family relationship.

The existing care practices for the frail elderly are still dominated by psychosocial approach regardless of other relevant dimensions, such as spirituality and religion. Spiritual beliefs and practices of the aged, that indeed be the strength to address their problems, are frequently ignored. Likewise, there is an emerging need to implement a holistic approach which is also supported by the fact that the term spiritual is explicitly stated in Law of social welfare (UU No. 11/2009) and social welfare for the aged (UU No. 13/1998).

In Indonesia, research and publication on spirituality, particularly social care for older persons, are limited. So far this issue is still restricted to claims of scholars or bureaucrats. Andayani (2010) in her article notes that religion is highly relevant in daily life. Ironically, she says, this fact is not followed up by research and discussion that may result in a spiritual sensitive approach or intervention. Moreover, spiritual based practice has been implemented by many social service agencies, although in a traditional way (p. 37). Similarly, Fahrudin (2005) encourages social workers to start exploring theoretical and practical matters on spirituality and religiousness indigenously that best suit multicultural Indonesian society.

It is necessary to note that the quality of social service is highly influenced by the interaction of practitioner-client. In an interactional paradigm, as proposed by Shulman (1991) to challenge medical paradigm, process and interaction between social worker and client will determine the practice outcome. In the involvement of spirituality and religion, each point of view and experience will of course shape the practice. On the one hand, elderly clients has passed through life phases and experiences that will colour the way they cope and answer existential queries that emerge from themselves. Most of them will look after the answers to religion or surrender all to God. On the other hand, most practitioners are still young, may have different point of view and life experiences, and have no family relationship with clients. These disparities will obviously shape the service provision.

The reasons raised by MacKinlay (2004a) to study ageing spirituality can perhaps support the way of thinking of this research. Firstly, religious experiences between the older persons and the younger are definitely different. Secondly, due to the maturity level their faith development is also dissimilar with the practitioners (p. 16). In involving spirituality to social work, according to McKernan (2007), efforts to understanding practitioners' spirituality will be better than just assessing clients' spirituality. The reason is that the form of social work practice involving such subjective experience will be shaped by practitioners' faith and beliefs. Likewise, Barker (2008) has also explored how social workers understand spirituality and how it is used in practice.

### **Problem Statement**

It is no doubt that in Indonesian spirituality is an emerging issue and has a significant role to attain well-being condition for the aged. The problem is the scarcity of theories and the inadequacy of practical guides in the context of Indonesian society, particularly for those who identify spirituality as an issue in social work. Such condition not only happens in this country, but also does in the Western context, as recognized by Hodge (2011), that most practitioners have not been sufficiently skilled how to use spiritual interventions. This research is expected to contribute to fulfill the gap. For this reason, this research will focus on answering two main questions: how the practitioners understand spirituality and how it is implemented in practice with clients.

### **METHODS**

This research used qualitative approach for the purpose of drawing the complexity of personal understanding and experiences concerning spirituality. This approach is expected to bring about complete description and understanding (Nelson,

2009) that cannot be simply analyzed and conceptualized by scientific language and approach (Swinton, 2001, p. 13). Besides, the subjective meaning of practitioners can be deeply achieved by way of constructivist assumptions (Cresswell, 2009). Constructivist paradigm is one of four main paradigms in research according to ontological, epistemological, and methodological aspects (Guba & Lincoln, 1994).

Due to the research goal and paradigm, this study is suitable to use grounded theory which was originally introduced by Glaser and Strauss (1967). This method, some say a strategy, was used as it is a promising method to develop social work theory and knowledge (Sherman & Reid, 1994); can be a stimulus for the research conducted hand in hand with social work practice (Shaw & Gould, 2001); and is a revolution in qualitative research (Denzin & Lincoln, 1994). This iterative and recursive approach (Bryman, 2008), is also helpful to develop social work knowledge particularly in the domain of direct practice (Gilgun, 1994).

Through purposive sampling and theoretical sampling, this research recruited nine practitioners coming from institutional (five informants) and home care setting (four) in DKI Jakarta and its surrounding. In terms of gender, they are seven women and two men. Their educational background varies from junior high school (SMTP) to social work specialist (postgraduate level). All practitioners in agency setting have social work education, while home care practitioners do not have. They do not receive social welfare matters but from minimum trainings or technical guidance.

Document review, observation, and interview were used to collect data. A series of interviews were conducted by using interview guide with several revisions. In the process of interview, the researcher opened possibilities to interact with informants by way of affirming, correcting, responding, probing or somehow rearticulating questions with different way. Interview transcripts were analyzed through four phases according to constructivist grounded theory as formulized by Charmaz (2006): initial, focused, axial, and theoretical coding. These phases are modified from the three major types of coding as developed by Strauss and Corbin (1998), i.e., open, axial, and selective coding. The coding process were also aided with a qualitative data software, namely QSR NVivo, with the purpose of organizing coded data that classified into various themes or categories in such a way that patterns and relationships between categories/sub-categories are simply visualized.

**Spirituality and religion.** The term spirituality is like an airy-fairy notion for Indonesian welfare practitioners. They consider this term is about similar with spiritual. By referring to some literatures, these terms indeed have different meaning. The term spiritual means something immaterial (Bagus, 2000) or connected with the spirit, the sacred (Hendrawan, 2009). In Swinton's (2001) opinion, the spirit has a close relationship with spirituality, but not the same. For Swinton, "the human spirit is the essential life-force that undergirds, motivates and vitalizes human existence" (p. 14). When the experience of the spirit is responded by persons or groups in some way, Swinton says, the certain way is called as spirituality.

Practitioners' perspective of spirituality cannot be separated from common perception handled by society. From the exploration, spirituality is acknowledged by most practitioners as not so far from the concept of mental, religion or religiousness, piety, morals, and vertical relationship with God. Some other informants recognize this dimension as the inner aspect of human and intrinsic motivation, but it seems that this

recognition was the result of informants' interaction with interviewer when they want an example or illustration in relation to spirituality.

In the context of this society, spirituality is much expressed in religious teachings and traditions conducted either individually or collectively with community. The term spirituality and religion (or religiosity as well as religiousness) are often used interchangeably. However, it is interesting to note that, as explained by Pargament (2007), the term religiousness previously had about the same meaning with spirituality today. Furthermore, Pargament notes that in defining spirituality most recent psychologists prefer to use the classic definition of religion according to William James, an American pragmatist and prominent psychologist. James (1958) defines religion as "the feelings, acts, and experiences of individual men in their solitude, so far as they apprehend themselves to stand in relation to whatever they may consider the divine" (p. 42).

Consequently, such preference will influence whether the concept of spirituality is broader than religion or, the other way around, spirituality is involved in the vast concept of religion as defined by James. Such distinction is reflected in the different scholar tradition in North America and Europe. To put simply, Pargament and a lot of American scholars use James' definition so that, as Pargament (1999) notes, as the meaning of religion involves the divine or the sacred, spirituality becomes a part of religion. On the contrary, Stifoss-Hanssen (1999), as the representative of European scholars, sees spirituality as a broader concept that include the meaning of religion. Eventhough Indonesian scholars at large are very familiar with the term religiousness or religiosity, this research tends to take a stand that spirituality is much more broader than religion with certain overlapping. For further reference, the difference and connection between spirituality and religion is well explained by Nelson (2009, p. 9-11) in a textbook entitled *Psychology, Religion and Spirituality*.

**Spirituality in social work.** The practitioners' perspective about spirituality in the context of social service for the aged is normally influenced by education and agency policies in which they work for. Nevertheless, the finding results show that there is no significant difference with the above commonsense. It is not surprising because since the beginning the researcher realizes that spirituality has not yet become an important issue in social work. That is why this research is not pretended to conceptualize the findings as Canda (1986) has resulted in a comprehensive conceptualization of spirituality.

Briefly, spirituality that is comprehended by practitioners refers much to religious rituals and several expressions of spirituality. It seems that policies of social service for the aged has an influence, though a little. For example, in Law of social service for the aged, one of the efforts to improve the well-being of vulnerable elderly persons is religious and mental-spiritual service. The government rule (PP No. 43/2004) explaining the law insists that forms of the service include religious guidance and providing means for religious activities.

Actually, spirituality is recognized and defined variously from time to time. Gall, Malette, and Guirguis-Younger (2011, p. 180) note that the understanding of this term and also religiousness depends on a number of factors such as religious heritage, culture, generation, and nationality. In social work, this dimension is understood around the search of meaning, life purpose, connectedness, and transcendence. Some experts like Sue Spencer (in Hugen, 2001), Max Siporin, and Edward Canda (in Canda, 1986)

also comprehend that spirituality can be expressed both in religious and non-religious traditions.

Such a common understanding is still also handled by a number of experts and authors of social work in years after. The themes or components in the definition of spirituality that emerge at most are the search for meaning and life purpose, relationships or connectedness, and the sacred (Sheridan, 2008 & 2009; Canda & Furman, 1999 & 2010; Miley, 1992 in Zastrow, 2004; Hodge, 2001; Reed, 1992 in Lydon-Lam, 2012; Swinton & Pattison, 2001 in Gilbert, 2007; and Lindsay, 2002 in Healy, 2005). Other themes that come along in relation to spirituality are transcendence, spirit, values, and existence.

Meaning, purpose, and values, as stated by Kirst-Ashman and Hull, Jr. (2006), is related to something beyond physical boundaries and connecting individuals to something bigger and higher than themselves. Meanwhile, the sacred is partly referred to “ideas of God, higher powers, divinity, and transcendent reality” (Pargament, 2007, p. 32). As noted by Atchley (2008), the concept of the sacred can also be taken from non-deistic ideas; personified concepts of God in Judaism, Christianity, and Islam; as well as naturalistic concepts of indigenous people (p. 12).

In addition, the conception that spirituality can be articulated in both religious and non-religious contexts is also gripped by Sheridan (2008 & 2009), Canda (1986), Swinton and Pattison (2001) in Gilbert (2007), and Canda and Furman (1999/2010). Some experts from out of social work area that are frequently quoted also have the same conception, e.g., Atchley (1997); Koenig, McCullough, and Larson (2001) in Lydon-Lam (2012); Hill and Pargament (2003) in Lavretsky (2010); Pargament (2007); and Huguelet and Koenig (2009).

**Living Spirituality.** From the facts above, practitioners’ view of spirituality is not only explored from how far they acknowledge and comprehend the meaning, but also from how spirituality is conducted in daily life, in forms of faith and beliefs, attitude or manner, and actions. For this reason, the researcher calls it as living spirituality, not comprehended nor defined spirituality. Such spirituality is enlightened by both religion and non-religion.

The living spirituality of practitioners is influenced and reflected in a number of concepts or themes that successfully explored and constructed. Among others, these are religious affiliations and practice, beliefs and values, life experiences and meaning making, and other components of spirituality. See the figure below.

As shown in the figure, the living spirituality will in turn influence directly or indirectly the care practice for the aged. For instance, the concept of meaning making and benefits finding can shape the interaction of practitioner-client and what kind of intervention looks like. For practitioners, life experiences passed through are believed as God’s fate that should be accepted. Also, they regard every suffering as a test or a reminder. One informant said that: “behind a test there is a benefit”. Such belief and the way they responded might be projected in dealing with the elderly. Based on their life experiences, the practitioners know how to give empathy to the elderly sufferings; recognize their difficulties; treat them as like their parents; and offer the way out of their problems. These things sometimes are not taught in social work education and trainings, but rather their experiences have a significant role how to cope with the older persons.

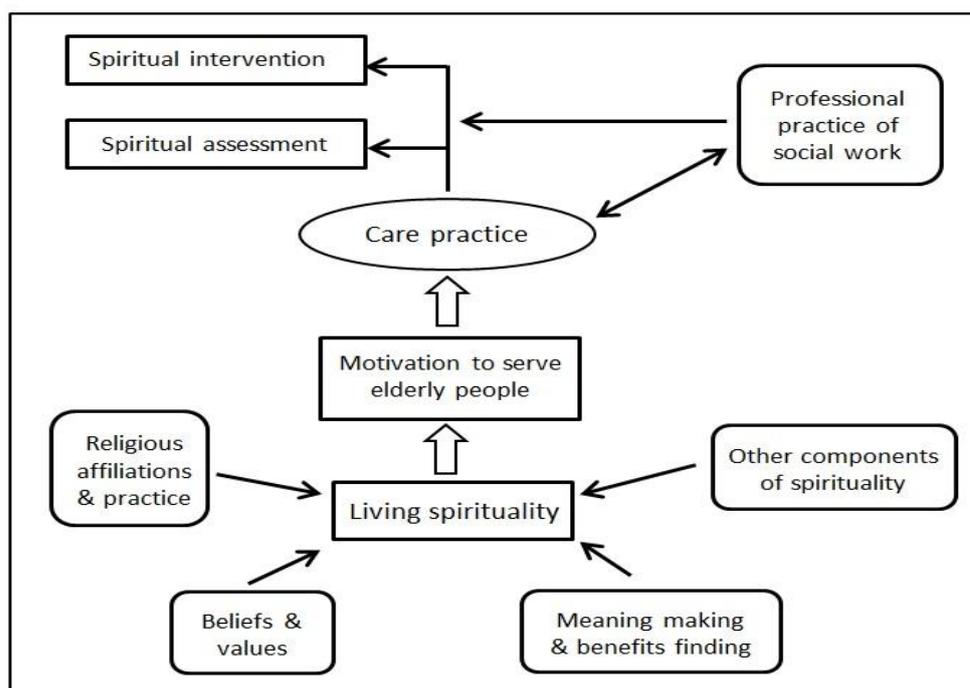


Figure 1. The care practice shaped by living spirituality

**Motivation to serve elderly people.** Living spirituality with a number of spirituality components above are influential to shape how the welfare practitioners are motivated to deliver services. From a series of interviews, their motivation to help older adults varies from dedicated to work, concerned with humanity, having social care, to religious motivation for the sake of God without expecting the rewards (*lillâhi ta'âla*).

In relation to the personal motivation, it is interesting to note that almost all informants regard the clients as their own parents or grand-mothers/fathers. On the one hand, considering the elderly clients as relatives will exactly intensify the interaction of the practitioners-clients, amplify the clients' trust to practitioners, and in turn make the service provision more effectively. But, on the other hand, it means that their motivation has involved their emotional and personal feelings.

Such condition is probably considered as a violation to ethical principles in terms of conventional social work that is still employing the medical paradigm. The reason is that personal and subjective feelings have trespassed professional practice. According to Shulman (1991), this paradigm rules that professional helping exclude the process that which social work is expected to influence intervention. An intervention is considered as the outcome of a complete inquiry and diagnosis. Medical social work practice uses "three-step diagnostic paradigm" (that is diagnosis–treatment–evaluation) focusing more on exploring the client rather than understanding the interaction of practitioner-client. In other words, this paradigm emphasizes much on the client's problem or deficit (pathological), while their strength is somewhat neglected (p. 13-14). Moreover, such a way of thinking is dictated by the dichotomy or dualism of professional and personal manner. It means that a worker should behave differently as an individual compared to when he/she is dealing with the client that is supposed to perform professional attitudes (p. 15).

Concerning the dualism of a worker as either professional or personal, it could be a problem for the motivation to serve the elderly in a personal manner or with religious enthusiasm as explained above. Hence, spirituality looks like incoherence with social work profession that should firmly hold on code of ethics. But Shulman (1991, p. 15), who promotes an interactional paradigm, says that with the dualism of personal and professional conducts, indeed social workers do not practice another ethical principle such as genuineness and spontaneity in interaction with client.

The coherence between spirituality and social work was acknowledged by a number of practitioners having social work background. An informant said that the motivation to deliver social service for the frail elderly is personal, but the profession of social work can be in line with and even cannot be separated from personal values and beliefs due to inner force involvement. Additionally, the informant who have educational background in social work and religion as well insisted that social work values and ethics are suitable with spirituality and religion. It is necessary to note that she is not really concerned with the difference of spirituality and religion, otherwise the two aspects are identical for her. In her opinion, the reason of the suitability is that religion is not only all about the vertical relationship of men and God, but also the horizontal interpersonal relationship (*mu'âmalah*). While, the helping profession is well linked with the issue of humanity, particularly social provision. She said:

Religion is... serving humanity, (so) it is firmly appropriate. ...religion is not something high in the sky, but .... (it) should be about how it can be implemented in daily life, and that can be coloured with social work knowledge. ...so that religion... is supposed to be down to earth, that's it. ... And religion is also not only confined to general duties, (such as) prayer, *zakât* (the alms tax), and the like, but also other social duties that should be conducted.

**Spiritual Assessment.** The researcher tried to trace client records concerning religious and spiritual aspects of clients, especially those who were candidates of this research informant. But it just found clients' formal religion and religious living, such as rituals, prayers, scripture reading, and the way they conduct the rituals. It was hard to find records concerning clients' spirituality revolving around meaning making, faith development, beliefs and values, the search for the answer of existential inquiries rising from themselves, and the like.

During a series of interviews, practitioners barely touch on examples of methods or instruments for spiritual assessment to explore spiritual understanding and experiences by older adults. It is not exaggerated to say that the informants are still not familiar with well-known methods of spiritual intervention. For example, David Hodge has developed qualitative instruments, i.e., spiritual map and spiritual genogram (Hodge, 2001a & 2001b). There are also a number of methods for particular contexts and clients. To mention some, a method developed by Mohr and Huguelet (2009) is fairly relevant for clients with severe illness. Nichols and Hunt (2011) exemplify some explorative questions to dig the spirituality of chronic illness sufferers. In a nutshell, to what extent spirituality is expressed in interaction as well as in assessment depends on the practitioners' understanding and capability to articulate.

Due to the limitation of spiritual assessment conducted by practitioners, the researcher explored more on how they do it in practice. Understanding spirituality by older individuals to some extent had been explored but not recorded in good

documentations. There were at least two main interesting concepts regarding spiritual assessment among practitioners. *The first* is a continuum, intensive assessment involving multidisciplinary disciplines. This assessment is conducted sustainably through intensive interaction with elderly. According to an informant, the outcome of initial assessment frequently cannot uncover the real elderly problems and particular individual factors in depth. These matters can be well explored by means of continuous assessment and intensive interaction. And, the depth of spirituality in assessment depends heavily on the living spirituality of practitioners together with relevant spiritual components.

*The second* is the way practitioners touch on spiritual ageing. Some avoid to start communicating directly about this matter, unless the elders themselves start speaking. Despite unsystematic, but to some extent it looks suitable with a model scheme of spiritual assessment offered by Moore (2003, p. 560). The suitability is related to the relevance of spirituality for clients by way of considering whether it is the practitioner who ask to client about religion and spirituality or the other way around.

In the same way, one of the principles of evidence-based practice *a la* Hodge (2011) speaks of how to practice spirituality-based intervention in ethical and professional way. The first thing to do is to make sure, by means of assessment, whether spirituality is relevant for clients and they show their interest. It should be convinced with an informed consent understood as a continuous process that can be cancelled by the client at any time (p. 150-51).

**Spiritual Intervention.** The next after assessment is intervention plan and its implementation. Assessment and intervention occasionally are not separated phases, but it is possible to conduct these two phases in the same time. Even an assessment can be a part of intervention itself. The main technique commonly used by practitioners is listening to clients' story and moans, though repetitive. Some informants said that this method cannot be done in an instant way, but in a series of intensive interactions in such a way that the clients can freely speak out their problems. Besides, an intervention can be conducted if a rapport and trust have been built so that they feel comfortable to disclose themselves.

Types of intervention regarded by practitioners as using spiritual and religious approach are diverse, depending on the condition of the elders and to some extent the rapport has been developed. The examples are as follows: reminding, asking or inviting, giving advices, accompanying, and teaching them in doing prayers, praying, or proclaiming repeatedly the name and attributes of God (*dzikir*). Some of the informants said that they often accompany their clients in religious speeches. All types of the interventions were done by way of asking and steering them with full attention, affection, patience, tough, and natural informal ways.

A number of practitioners stated that what they conduct in intervention is just standard ways, not particular techniques. An informant of state-worked social worker exemplified giving support to the elderly client and speaking of religious duties as a Moslem, for instance, in ways that avoid an impression to dictate or coerce them. The support giving is also regarded as more effective and easily accepted if given individually, rather than collectively within a group or speech.

To avoid refusal from an informant because of the past factor or another, a practitioner will not come into client by directly speaking of religious matters. But, she tried to use such a reflective or reciprocal approach by way of raising clients' self-

awareness through commonsensing. She called it as a 'humane' or 'genuine' approach. She also gave the examples: "Let you think, (as an older adult) is it appropriate if you are like this?" or "As if you still do that, I think, it is not a good example for us as the younger."

All above techniques, whether or not the practitioners considered them as religious-spiritual based methods, might be included in spiritual intervention. As Canda and Furman (1999 & 2010) note that indeed any type of intervention in social work can be used in spiritual practice as long as it is done in the frames of values and helping profession context that are spiritually sensitive. The main thing is that the practitioners have to be conscious and intentional of spirituality in doing practice, although it should not explicitly start speaking with clients.

In line with the above explanation, David Hodge, as quoted in Hodge (2011), defines spiritual intervention as "therapeutic strategies that incorporate a spiritual or religious dimension as a central of the intervention" (p. 149). A lot of techniques and therapeutic methods using spiritual intervention have been made by many experts. Holloway (2007, p. 276) exemplifies Canda and Furman; Furman *et al.*; Gilligan, Gilligan and Furness; Burton (pastoral theology); Fowler (*spiritual development and review*); Rumbold (*the continuum of 'helplessness and hope'*); Nouwen and Campbell (*'wounded healer' and 'fellow traveler'*); Thompson (existential searching); as well as Neimeyer and Anderson (meaning reconstruction). Among these examples, Holloway considers that the work of Canda and Furman as the most complete and detail. In their book, *Spiritual Diversity in Social Work Practice* (published in 1999 and revised in 2010), Canda and Furman do elaborate complete examples of helping techniques that are spiritually oriented, varying from practice with individual, family, group, to organization and community.

By referring to the above concept and intervention techniques, this research constructs practitioners' experiences in several categories that are classified into spiritual dimension of elderly problems, spiritual tasks or needs of ageing, and spiritual intervention. By the first classification, it means various issues experienced by the elderly having spiritual nuance or are caused by spiritual-religious problems. As a notice, the elderly issues are based on practitioners' perspectives, not the clients themselves.

Meanwhile, spiritual tasks or needs of ageing can borrow MacKinlay's (2006) explanation in referring Erikson in relation to psychosocial development. She notes that "the 'tasks' are not simply tasks that the person completes and then moves on" (p. 22). In other words, Mathews (2009) also explains, spiritual task is not a phase or task that should be completed before dying. The tasks should not also be serial, but overlapped phases that can happen again or, even, be revised through a number of chances and life events (p. 58). Mackinlay (2006) names it as "the process of becoming" which is experienced by each person (p. 22).

Therefore, kinds of tasks or needs here much refer to the concepts developed by some experts. From the spiritual problems of the elderly problems and spiritual tasks, various examples of intervention that are spiritually sensitive will be raised in the table below.

Table 1  
Examples of spiritual intervention based on spiritual tasks and the elderly problems containing spiritual dimension

Spiritual dimension of elderly problems	Spiritual tasks/needs of ageing	Examples of spiritual intervention/care
Distressed, depressed, hopeless	<ul style="list-style-type: none"> <li>- Affirmation (Jewell, 2004; Mathews, 2009)</li> <li>- Spirit/enthusiasm, life power (Baskin, 2007)</li> <li>- Hopes (Mackinlay, 2006)</li> <li>- Feeling meaningful and useful for the others</li> <li>- Existence</li> <li>- Reminiscence (Mackinlay, 2004b)</li> </ul>	<ul style="list-style-type: none"> <li>- Chatting, asking something, comforting</li> <li>- Giving certain tasks and responsibility</li> <li>- Giving support, attention, and affection</li> <li>- Regarding the self as their friend or son/daughter</li> </ul>
Feeling abandoned, isolated from family	<ul style="list-style-type: none"> <li>- Relationship, (Mackinlay, 2004b), connectedness</li> <li>- Reconciliation (Jewell, 2004; Mathews, 2009)</li> </ul>	<ul style="list-style-type: none"> <li>- Using physical touch (for the same gender)</li> <li>- Giving advice or input</li> <li>- Inviting to conversation or discussion personally</li> <li>- Reminding them to be patient</li> <li>- Inviting to pray</li> </ul>
Disputes among older people residing in aged care agency Death anxiety	<ul style="list-style-type: none"> <li>- Comfortable and secured ageing without being disturbed by others</li> <li>- Preference of where and who will handle their funeral</li> <li>- Collecting provisions</li> <li>- Facing the process of dying</li> <li>- Good and easy death</li> <li>- To fear for if no one will handle their dying</li> </ul>	<ul style="list-style-type: none"> <li>- Reminding the clients of life end</li> <li>- Raising awareness to live together other clients, to do righteous deeds, and to avoid dispute</li> <li>- Asking carefully, for the aged who still have family, concerning the preference of where and who will deal with their funeral</li> <li>- Recording and facilitating them with the other party, especially for those who want the funeral handled by their family</li> <li>- Looking for the information about the clients who collect money, jewelry, etc.</li> <li>- Asking their wants/goals in collecting the stuffs, e.g., for additional cost for diggers to deepen the funeral niche, for the cost of praying or religious rituals (tahlilan &amp; Yasinan).</li> <li>- Facilitating to make their wants/goals reality</li> <li>- Teaching them simple qur'anic readings to face dying process (<i>sakarotul-maut</i>)</li> <li>- Assisting them</li> <li>- Reciting Yasin for them</li> <li>- Guiding them to recite <i>syahadat</i></li> <li>- Looking for the information about the clients who insert an implant (<i>susuk</i>) for a magical charm or another.</li> <li>- Looking after and efforting the way to displace <i>susuk (sare'at)</i></li> <li>- <i>Rukun kematian</i> or <i>Rukma</i> (death pillars) for home care elders.</li> </ul>
Unfinished problems, hopes, and fear before dying	<ul style="list-style-type: none"> <li>- Dying with good and honoured condition (<i>husnul-khâtimah</i>) without being burdened by unfinished problems</li> </ul>	<ul style="list-style-type: none"> <li>- Helping to deal with and facilitate the elderly unfinished problems</li> <li>- Anticipating all possibilities emerged after their death.</li> <li>- Providing a blank/form to record written last will and testament (<i>wasiat</i>)</li> <li>- Making the <i>wasiat</i> and their hopes to be reality</li> </ul>

In relation to pray (*doa*), it is interesting to explain in brief about a concept conceived by a social work specialist. According to her, praying means a wholehearted effort to make a connection between God, the client, and the one who is prayed. What

the client pray will be heard by God and then, if He will, answer the pray for the one who is prayed. She also frequently explained this concept to clients while tried to raise clients' self-awareness that perhaps the suffering experienced by clients right now is the consequence of what they did in the past. Such effort was intended to make the clients to be able to reflect and correct themselves. The expectation is that they will do alot of good deeds, asking forgiveness to God (*istighfâr*), and the like, so that they can make a better relationship with their family.

## DISCUSSION

In the aged care agencies, it looks necessary to examine the understanding of spirituality by practitioners. Such examination can use some common instruments to explore the clients' spirituality, such as spiritual history, spiritual ecomap, and spiritual genogram developed by David Hodge. The examination results then can be the consideration for agency managers or officers in delegating their workers to deal with the clients, particularly in relation to religious and existential problems.

By now, the number is still regarded by many people as having 'magic power'. So, it is a good idea if this qualitative research is followed up with quantitative research involving both practitioners and the clients as respondents. Beside other research findings, the concepts or categories found here can be the variables for the quantitative studies conducted in Indonesia. The goal is that such survey will be, at least, a preliminary effort to depict the viewpoints and attitudes of welfare practitoners and clients regarding the use of religion and spirituality in direct practice.

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## THE CONTRIBUTION OF SUFISM INTO EDUCATION

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### Abstract

This research is aimed at finding the contribution of Sufism into education, This research is Philosophical Inquiry, which is specifically in the domain of qualitative research. The method of data collected is in the descriptive, analysis, critical form. The research covers three domains which are as follows. *First*, Multiple Intelligence concept. *Second*, the Islamic Sufism. *Third*, the contribution of Sufism into education. The finding of the research is that many people thought that Sufism or Tasauf is an activity which is related to a condition to live a life in isolation, this is caused by the view to see the world which is fulfilled by sin making activities. That is why the domain of Sufism activity is only related to religious practice (amal) in a private way. In modern world of Sufism, the above view is regarded as a partially practiced of the whole Sufism domain because there are some parts of its domain are left untaught, while the whole domain has to be actualized. The domain of Sufism consists of two kinds. *First*, practical Sufism (tasauf amali), in which tasauf activity is dominated by activity to perform the doctrine of Islam as said in the holly book (syariah or jurisprudence), and extended to do Zikr activities (approaching God through saying words, phrases or sentences of appraisal ) in a very tight and good manner. *Second*, philosophical Sufism, in which tasauf is learnt based on philosophical point of view. In this type of Sufism, thinking rational dominates the activities. So Sufism is not only practical activities which involves emotional and spiritual way of thinking, but it also involves rational and critical thinking.

**Keywords:** *Multiple Intelligence, Sufism Intelligence, and the Sufism educational way of thinking, Kecerdasan Sufistik.*

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### INTRODUCTION

Education which is dominated only by rational thinking activities (IQ based approach) often does not produce the right outcome of education. Even though, this IQ based approach has reached a state of maximization. In reality, when conducting the education, the learning is oriented toward memorization practice, and on the other way around memorization practice is the lowest level of thinking activity and by the same time it is regarded as the lowest level of mental development under the learning objectives. Education which bears a system aims at achieving maximum learning should rely on a system that synergizes all human being potential and environment potential, this complex potential includes thinking rationally, spiritually, emotionally and even physically.

Howard Gardner (in the years 1983-1993), a biopsychologist founded the Multiple intelligence theory which is regarded as maximum intelligence findings (eight intelligences). It means that multiple intelligence theory represents the overall potential of human being intelligence, but in reality the contribution of multiple intelligences (eight intelligences) alone into education is not enough to produce education needed

and suitable to a setting culture. There are still more intelligences needed to be accommodated in order to produce appropriate outcome of education in a setting culture. That is why, in this paper the writer would like to introduce Sufism Intelligence (tasawuf Intelligence) which is not founded in the perspective of Howard Gardner's findings.

Sufism is a way to be close to God, so it is believed that there should be a method which makes Sufis come closer to God. Related to that Sufism intelligence is an ability to build and manage relation between human being and God. The relation of which is formed and done in a very intense way until it achieves the peak state, it is the state in which the highest human consciousness could unite with God the Al Mighty. In that relation only people who succeed in managing that intelligence could achieve this peak state.

**Formulation of the Problem.** What is Sufism Intelligence which exists in Islamic tradition and How it contributes to the education

**The purpose of the study.** The purpose of this study is to explore the concept of Sufism Intelligence which exists in Islamic tradition and how it contributes to the education.

**Benefits of research.** 1). The research finding might be useful for learners to maximize the full potential in learning. 2). The research finding helps educators to accommodate the different ways of thinking which includes the potential for rational thinking, spiritual, emotional and physical. 3). The research finding helps planners of education to accommodate program that learning involves different ways of thinking which includes the potential for rational thinking, spiritual, emotional and physical.

## DISCUSSION

Islamic scholars have various shades of ways of thinking, it means that in achieving the truth, some of them stress on syariah (jurisprudence) which focus on utilization of revelation (wahyu) written in the holly book while the rest focuses on the use of ratio, emotion, or spiritual. The difference of scholars' way of thinking can be determined by difference perspective in approaching God. Harun Nasution describes that in Islam there are four aspects to approach God. They are as follows; Syariah, Philosophy, Islamic Theology and the last Tasawuf (Mysticism).<sup>1</sup>

Beside the four aspects of approaches above, there is also one capacity which is very potential that is what so called intelligence. Wittrock 1980 in Clark, describes intelligence as follows:

Intelligence can no longer be confined to cognitive function, but clearly must include all of the function of the brain and their efficient and integrated use. Intelligence is defined in this text as total and integrated all brain functioning, which includes cognition, emotion, intuition, and physical sensing.<sup>2</sup>

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<sup>1</sup> Harun Nasution, *Falsafat dan Mistisisme dalam Islam*. (Jakarta: Bulan Bintang 1995.)

<sup>2</sup> Clark, Barbara. *Growing Up Gifted, Developing the Potential of Children at Home and at School*, second Edition, p. 6

Intelligence is not only confined to cognitive function alone, but it should include brain function and properly use and integrated. Therefore intelligence should be defined as a function of the entire brain that include cognition, emotion, intuition and the senses of the body.

In 1983, a biopsychologist, Howard Gardner, from Harvard University, made clear the understanding on intelligence. Then he defines intelligence as follows:

I now conceptualize an intelligence as a biopsychological potential to process information that can be activated in a cultural setting to solve problems or create products that are of value in a culture.<sup>3</sup>

According to Gardner, intelligence is a biopsychology potential to process information that can put themselves in a particular culture to solve problems or find way out of a problem and creating ideas (products), specifically Gardner stresses on new value which is useful in a culture. Furthermore Gardner state that every born child brings at least eight intelligences with him, the intelligences of which are described by as follows:

First, Linguistic Intelligence. Second, Logical-Mathematical Intelligence. Third, Visual-Spatial Intelligence. Fourth, Musical Intelligence. Fifth, Bodily Kinesthetic Intelligence. Sixth, social intelligence (Interpersonal Intelligence), Seventh, personal intelligence (intrapersonal intelligence).<sup>4</sup> Eighth, natural intelligence.<sup>5</sup>

Gardner further asserts that

Although we all receive these intelligences as part of our birthright no two people have exactly the same intelligences in the same combinations. After all, intelligences arise from combinations of a persons' genetic heritage and life conditions in a given culture and era.<sup>6</sup>

In the description above, it is stated that every individual has eight types of intelligence as part of human birth rights. There will never be two people have the same combination of intelligence, because intelligence is a combination of two factors, namely genetic and environmental factors or conditions and situations in a certain culture and in a period time or era. Therefore, each individual will be different from one

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<sup>3</sup> Gardner, Howard, Multiple Intelligence, Intelligence Reframed, for the 21st (New York,USA,, Basic Books, 1999) p. 34

<sup>4</sup> Howard, Gardner, Frames of Mind, The Theory of Multiple Intelligences, (Basic Book US-276 A, The twentieth Anniversary Edition 2004), h 73 -276

<sup>5</sup> Howard Gardner, Multiple Intelligence, Intelligence Reframed, for the 21st, (New York,USA, 1 Basic Books, 1999. H. 48

<sup>6</sup> Howard, Gardner, Multiple Intelligence, Intelligence Reframed, for the 21st, ( New York,USA Basic Books, 1999). h. 41

to another, and also it is in accordance to the levels of the combination and development of each intelligence.

According to Ansharullah, The eight intelligences described by Howard Gardner above are also founded in Islamic tradition. In addition to it, beyond the findings of Howard Gardner's, there is a dimension of intelligence founded in Islamic tradition which governs the relationship between man and God, and the highest peak of communication is divine awareness (consciousness) that is union with God. The Intelligence is called Sufism Intelligence.<sup>7</sup>

Sufism is a way to be close to God, so it is believed that there should be a method which makes Sufis come closer to God. Related to that, Sufism intelligence is an ability to build and manage relation between human being and God. The relation of which is formed and done in a very intense way until it achieves the peak state. The peak state is the state in which the highest human consciousness could unite with God the Al Mighty. In that relation only people who succeed to manage that relation in that respective Sufism intelligence could achieve the peak state.

**Understanding the Mysticism.** When mysticism is used as an approach in the context of education, tasawuf has a very urgent relevance to be studied, researched and observed, even not only in the educational context, but in the broad life. Muslims today are faced with a very real dilemmatic condition; the impact of it is reducing the solidity of the essence of religious role today. This perhaps is due to the anti-thesis toward modern life which fulfilled with sensory culture, culture that is empirical, worldly, secular, humanistic, and hedonistic and even leads the way to atheism. All of it is the impact of the so called positivistic.

In the modern era, religious views does not seem to be considered in decision making, but by the same time, behind the disharmony on the ways of thinking in the positivistic, the spiritual dimension rises and emerges to the surface to form good life.

In line with that, the author would like to introduce the role of Sufism in responding the above phenomenon by contributing ideas and find alternative solution, especially in the context of education. Before further discussion on the contribution of Sufism into education, the discussion is led to mysticism or Sufism. About the meaning of tasawuf, Ahmad Mubarak said:

Manusia adalah makhluk yang berpikir dan merasa. Bertasawuf artinya menghidupkan hubungan rasa antara manusia dengan Tuhan. Berbeda dengan kesadaran intelektual tentang adanya Tuhan yang belum tentu mendatangkan ketenangan jiwa, kesadaran rasa berhubungan dengan Tuhan dan menempatkan seseorang berada dalam harmoni sistem *sunatullah*. Bagi orang yang sudah sampai pada stasion *ridha* atau *mahabbah*, apalagi *ma'rifat*, maka ia tak akan terganggu oleh perubahan zaman hidupnya, karena pusat perhatiannya tidak lagi kepada yang berubah, tetapi kepada yang tetap tak berubah yaitu Allah SWT. Kesadaran rasa berhubungan dengan Tuhan dapat memupuk fitrah keberagaman yang *hanif* dan mempertajam *bashirah* sehingga seseorang selalu tergelitik untuk memperdekatkan dirinya (*taqarrub*) kepada Allah.<sup>8</sup>

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<sup>7</sup> Ansharullah, *Pendidikan Islam dalam Perspektif Kecerdasan Jamak (Multiple Intelegeneses)*, Universitas Negeri Jakarta, 2011.

<sup>8</sup> Achmad Mubarak, *Psikologi Qur'an*, (Jakarta : Pustaka Firdaus, 2001), h. 124

Humans are creatures who think and feel. Taking parts in mysticism activities means reviving feeling or sense of the relationship between man and God. In contrast to the intellectual awareness of the existence of God in which there is no certainty one can gain spiritual (minds and soul) happiness. A awareness of sense and feeling to have close relationship will put human being harmony in the system of God's law (*sunnatullah*).

For people who have come to the station or *mahabbah* (being in God property of love in the spiritual state), especially *ma'rifat*, then he will not be distracted by the changing times of her / his life, because it is no longer that the center of attention is to the Change (human being), instead, it turns that the center of attention turn to the Solidity (Allah the Almighty) who remains Unchanged . Sense (feeling) of awareness to be with God can foster the natural awareness of religion and it can also sharpen the spiritual sight (*bashirah*) so that an individual is always being tempted to get close (*taqarrub*) to God.

**Tasauf as an Approach to God.** When it is practiced, it makes a person closer to God, his heart is clean and has a noble character. For that a Sufi orients himself to the high awareness of heart (qalb), and always purifies his soul until he became a complete person (insan kamil).

Correspondingly, as stated by Prof. Mohammad Shafii, a psychiatrist at the University Louisville, Kentucky, USA, he believes on human being evolution is in all levels of existence and consciousness, he said<sup>9</sup>

Para ahli sufi percaya bahwa manusia mengalami proses evolusi dari bentuk satu ke bentuk lain : materi anorganik, organik, vegetatif, binatang, manusia, spiritual, dan akhirnya mencapai Makhhluk Universal. Dengan demikian evolusi kemanusiaan tidak hanya berakhir sampai pada bentuk manusia saat ini saja. Ada potensi untuk menjadi makhluk yang lebih tinggi. Persepektif yang progresif dan memberikan banyak harapan ini adalah sebuah kekuatan dinamis dalam proses perjalanan Sufi kearah integrasi kepribadian dan kesatuan eksistensial.

Sufis believe that human being undergoes a process of evolution from one form to another form: inorganic materials, organic, vegetative, animal, human, spiritual, and at last it achieves Universal Beings. Thus the evolution of humanity does not just end up in human form only at this time, there is potential to be a higher being.

Kemudian, dalam Sufisme seseorang memiliki kesadaran akan keadaan masa lalu, pengalaman hidup terdahulu, tingkat perkembangan kepribadian, dan hubungan dengan alam semesta. Dengan melihat bahwa diri seseorang berada di alam semesta, dan menjadi bagian dari keseluruhan alam semesta, maka akan dapat membantu menghilangkan keterpecahan di dalam diri, rasa terasing dari orang lain, dan rasa keterpisahan dari alam.<sup>10</sup>

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<sup>9</sup> Muhammad Shafii, *Freedom From the Self : Sufisme, Meditaitaion, and Psychotherapy*, translated by Subandi dkk., "Psikoanalisis dan Sufisme", (Yogyakarta : Campus Press, 2004), h.5

<sup>10</sup> *Ibid.*, h.6

Then, in Sufism one has awareness of the past circumstances, previous life experiences, level of personality development, and the relationship with the universe. With a consideration that a person is in the universe, and become part of the whole universe, then it will be able to help eliminate fragmentation in the self, a sense of alienation from others, and a sense of separateness from nature.

When referring to the opinion of Prof. Muhammad Shafii about stations of the Sufi way on how to get closer or unite with God, he mentioned there are stations (maqamat) to pass, though he divides it into seven stages-According to him the eighth stations is the essence of Sufism. Each stage shows personality transformation towards a more integrated stage. So there will be a process of development of the human personality to reach the stage of complete human being or ideal man (insan kamil).

On the other hand, ways to achieve union with God are varies, but from Sufism teachers in some ways the station are divided into some stations in the following levels. First, **Penance**, is an activity associated with asking God for forgiveness of sin a person who has done in the form of regret or even a promise not to do anything that is not good in the sight of God. Penance (penebusan dosa) in the Sufi is as true repentance (tobat)until eventually will forget everything except God. It declares that drove him to the level of love for God.

Secondly, **Patience**, which is a state of waiting for help, help which only comes from God. Third, **indigence**, do not ask for more than that already exist, not asking for sustenance on God but only for the benefit of obligations. Fourth, **piety**, (Zuhud) leaving the luxuries world. Fifth, Surrender to God (**Tawakal**) , , everything with God and for God, trusting in the promises of God, and surrender ourselves to God's decision and do not think of tomorrow, in the view of what we have today and not eating as long as there is a hunger people. Sixth, **Love** (Mahabbah), love love to God (Allah). Embraced obedience to Him, surrender to the beloved and emptying the heart of everything but God. Seventh, **Makrifat**, , knowing something with heartstrings directly from God. Eighth, **Willingness**, not against Qada and Qadar which comes from God, but with all the pleasure of the heart. Eliminate feelings of hate, on the contrary consider it the feelings of love, **Haal, Mukasyafah**.

In conjunction with tasauf as method of approaching to God. It is a knowledge as a science that studies the ways and means of how human being achieves the state of unity with God ( Allah SWT). There are two kinds of mysticism, that is tasauf amali or akhlaqi, or so-called 'tasauf Sunni', then the emerging development pattern which is called tasauf philosophy.

Tasauf amali or akhlaqi is tasauf that discusses about sanctity of life which is formulated in the setting of mental attitude and strict discipline, it focuses on the development of al karimah moral. Tasauf amali or akhlaqi, then also called tasauf Sunni. The figures such as Al Junaid, Abu Bakr Muhammad al-Kalabazi, Al Qushayri, Al Ghazali. The following is the view of al Ghazali on Sufism.

First, Al-Ghazali a prominent Sufi figures, he was a theologian, philosopher, and also a prominent jurist. In conjunction with tasauf akhlaki, it offers a dynamic and creative Sufism to see life as a process to achieve self improvement that must be passed through active activity. In this respect, al-Ghazali said, *anna al-sadata tunalu la illa bi al ilmi wa al-amali* (happiness will never be found without knowledge and charity).

Furthermore, Al-Ghazali tasauf pattern was standing on three pillars, first **fiqh** loyalty to religious observance, second, **rationality** in philosophy who to make him a

thinker, and a **tasauf** focus on education and training of the soul, as well as focus on sanctity of life, self-development, and divine love (mahabbah) and (ma'rifah).

Secondly, Ibn 'Arabi, as one of the Sufi philosophical controversy, because his ideas about the concept of Wahdah al Wujud (Wahdat al Being). that there is only an existence, that is the existence of God. The view that it is essentially existence, it's existence is only one, and it is called Wahdat al-wujud. In al-khalq (creation) it has a form, but the form of the relative. Furthermore, in the concept of Wahdat al-wujud it was mentioned that universe was only a manifestation of God. 'Adam, the absence (dark), belongs to nature.

By the nature of monotheism, -pemikiran tasauf philosophical ibn 'Arabi can be described in a form-that there is only one reality, namely al-Haqq (لا موجود الا الله - la maujuda ill Allah); no one except Allah Almighty entities - the deepest inner consciousness. While the natural essence or being (وجود العالم - wujûd al-'Alam) is al-'adam is nothing. This view is based on a verse in the Holy Book Surah al Hadid verse 3

*Dialah Yang Awal dan Yang Akhir Yang Zhahir dan Yang Bathin dan Dia Maha Mengetahui segala sesuatu.*

## CONCLUSION

Of the two types mysticism mentioned above, it can be concluded ineducational point of view;

### A. Seen from Tasauf akhlaki (moral mysticism)

1. The development of the spiritual power which is in line with character building is strongly associated with the purity of soul.
2. And pure soul which forms self intrinsic awareness (consciousness of God) is constructed as a product of the union between human soul with God (al-Haq)
3. Union between human soul with God is the ultimate goal of the Sufi 's life journey.
4. It is the role of a Mursheed (sufi teacher) in the tariqah (sufi school) to help a salik (sufi student) to form awareness (consciousness of God) through :
  - a. Knowing that as the ultimate goal of the journey of life is union with God
  - b. Passing the clear path to reach the ultimate goal.
  - c. State of internalization is reached through an approach which is called "Love" (love to be or union with God).
  - d. Love to God is love to all the universe.
  - e. All the methods extracted from the approach (love) done toward reaching the goal is based on love.
  - f. Ultimate goal is divine love

### B. Seen from Philosophical Mysticism point of view

- a. The intellectual formation in Philosophical Mysticism is based on Ibn al Arabi's interpretation on the forming of nature (universe) which is in it he said that the nature is manifestation of God. (Universe is not created from zero ( annihilation) to an existence).

*Dialah Yang Awal dan Yang Akhir Yang Zhahir dan Yang Bathin dan Dia Maha Mengetahui segala sesuatu. (QS 57 : 3), Al Hadid ayat 3.*

*He is the first and the last, the evident and the immanent and he has full knowledge of all things.*

- b. Each name of God's manifests perfection (immanently it is functional, practically it is competence) which is at least there are ninety nine names although beyond them are unlimited numbers.
- c. The Approach in Philosophical Mysticism is emphasized on the potential development of rationality. The approach itself is called "rational".

The following is conclusions for both of them. To achieve the goal, both of human being's brain hemisphere, left and right, must be in collaboration. But In Islam it is believed that to achieve the Ultimate Goal, all human being's potential either rational, emotional, and spiritual including *tajalli* of God (disclosure and the presence of God) is a secret of achieving the divine happiness.

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# THE RELATIONSHIP BETWEEN WORKPLACE SPIRITUALITY AND INDIVIDUAL SPIRITUALITY WITH ORGANIZATIONAL COMMITMENT AMONG MALAYSIAN UNIVERSITY ADMINISTRATORS

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## Abstract

Higher Learning Institutions (HLIs) have been undergoing many changes and development, giving impacts to the work process of university staff, and their work-related attitudes and well being. Studies have been conducted to look at relationship between organizational commitment among university administrators and its psychosocial predictors, such as spirituality at the workplace. Given the absence of such studies among non-western sample a research has been conducted to study the relationship between workplace spirituality and individual spirituality with organizational commitment. The findings of this study is useful to Human Resource managers to understand the significant role of workplace and individual spirituality in the development of organizational commitment and to design appropriate programs or interventions that will optimize the commitment of the employees.

**Keywords:** *organizational commitment, workplace spirituality, individual spirituality, higher education, religiosity, personality.*

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## INTRODUCTION

Commitment plays an important role in predicting employee behavior at the workplace, such as job performance, absenteeism and turnover intentions (Suliman & Iles, 2000; Wright & Bonett, 2002). Besides studying the consequences of commitment, there are also many studies conducted to study the antecedents of organizational commitment. According to Mowday et al. (1982), the antecedents of commitment of organizational commitment (OC) could be grouped into four categories, which are personal characteristics, job- or role-related characteristics, work experiences and structural characteristics. They argued that there are a number of personal characteristics include values, beliefs and personality. Saroglou and Munoz-Garcia (2008) have stated that individual differences in religion have been consistently found to relate to personality traits. They suggested that individual differences in religious attitudes, beliefs and practices reflect individual differences in personality. Lockenhoff, Ironson, O’Cleigh and Costa (2009), found that spirituality and religiousness also were shown to be associated to personality. Based on this theory and arguments from previous researchers, personality, religiousness and spirituality are related to each other.

Despite many studies conducted on the antecedents of organizational commitment, there is very limited research conducted to study spirituality as one of the possible antecedent variables of organizational commitment. A study by Mat Desa and

Koh Pin Pin was conducted to examine the impact of four dimensions of workplace spirituality on affective commitment (one form of organizational commitments). In comparison with the other studies, the present study will include not only workplace spirituality but also individual spirituality. The purpose of this study is to examine whether there is relationship between workplace spirituality and individual spirituality with organizational commitment.

**Statement of problems.** Malaysia has undergone a lot of changes in the higher education institutions especially the public universities, where it is experiencing expansion characterized by the rapid growth in the number of private universities and colleges. Entering the new millennium, the Malaysian government has decided to turn the country into a regional education hub. With the implementation of many critical agenda projects, a lot of changes have to be done across all levels. Inevitably, these changes have brought about challenges to the organizations and impacts to the behaviors and attitudes of the employees such as the organizational commitment of the employee, an important predictor of successful organizational change (Meyer, 2009). Given that there is a need to address the role of spirituality and religiosity in the development of employee commitment towards the organization; and that there is currently very limited knowledge and research about the relationship between spirituality and organizational commitment, it is pertinent to empirically understand the roles of both variables in predicting employee commitment.

The present study would help human resource managers to understand the underlying factors that may have influence on organizational commitment. It will add knowledge on the role of religiosity and spirituality in the development of organizational commitment among the employees. The findings may assist the practitioners in organizations to design appropriate programs or interventions that will optimize the commitment of the employees.

**Research Questions.** The purpose of the present study is to examine the relationship of workplace spirituality, individual spirituality and organizational commitment within the framework of the following research questions (a) To what extent workplace spirituality and organizational commitment are related?; and (b) To what extent individual spirituality and organizational commitment are related?

**Relationship Between Workplace Spirituality And Organizational Commitment.** Garcia-Zamor (2003) found that spirituality in the workplace may manifest itself in several ways, but at two different levels: the personal and the organizational. In the second level, the organization emphasizes spirituality in order to improve productivity. In her review, she concludes that there are ample evidence that spirituality in the workplace creates a new organizational culture, and in turn make employees feel happier and perform better.

In the review of the literature, most of the studies conducted on the relationship between workplace spirituality and organizational commitment have reported positive findings. One of the studies is by Milliman et al. (2003), which they claimed is the first empirically based finding on the relationship between workplace spirituality and organizational behavior variables such as organizational commitment and intention to quit. Rego and eCunha (2008) have also discovered that spirituality dimensions correlate significantly with organizational commitment, especially with affective and normative commitments. In their study, spirituality dimensions are team's sense of community, alignment between individual and organizational values, sense of

contribution to the community, sense of enjoyment at work and opportunities for inner life. The study involved 361 people (mean age = 33 years) from 154 organizations. Organizational commitment was measured using an instrument developed by the authors in Portugal and Brazil. Spirituality at work was assessed using 19-items of self-report scale, which was developed from two sources, which are from the works of Ashmos and Duchon (2000) and Milliman et al. (2003). They argued that people who experience a sense of spirituality at work tend to develop higher affective and normative commitment and lower continuance commitment. This is shown from the findings where very significant correlations were obtained between the spirituality dimensions and components of organizational commitment, for example sense of community with affective and normative commitment ( $r = .51, p < .001$ ;  $r = .31, p < .001$ )

Most of the studies conducted on the relationship between workplace spirituality and organizational commitment were correlational studies, which do not show causal effect of the relationship. However, in one quasi-experimental study by Kinjerski and Skrypnek (2008) found that spirit at work program has successfully increased the organizational commitment of the employees. The study involved two units of long-term care facilities in Canada. In this study, spirit at work has been conceptualized as a state characterized by profound feelings of well-being, a belief that one is engaged in meaningful work and involves a sense of connection to others and an awareness of a connection to something larger than oneself.

**Relationship Between Individual Spirituality And Organizational Commitment.** Kolodinsky, Giacalone and Jurkiewicz (2008) examined the relationship between personal and organizational spirituality with a number of work related attitudes including organizational identification. The findings from this study showed that personal spirituality was significantly correlated with organizational identification ( $r = .33, p < .001$ ). A recent study by Pawar (2009) involved 156 (mean age = 36.63) full-time employees from various organizations. In this study, Pawar has defined individual spirituality as a search for connectedness in an organization. He measured individual spirituality using Daily Spiritual Experience Scale (DSES), a 16-item scale, which measures experiences of relationship with and awareness of the divine or the transcendent. He also used Meyer and Schoorman's subscale of value commitment dimension of organizational commitment to measure organizational commitment. From the analysis, it was found that although individual spirituality has some relationship with work attitudes, it has no significant effect on work attitudes. Although there are very limited studies conducted on the relationship between individual spirituality and organizational commitment, the few studies conducted seem to suggest a possible link between individual spirituality and organizational commitment. Thus, more studies need to be conducted to explain the relationship.

## METHODS

**Participants.** 156 administrators from the Centre for Foundation Studies, IIUM took part in this study using purposive sampling technique. They are Muslim and permanent employees of the university. All the participants are Muslims and permanent employees of the university. From the total number of 111 participants, 107 participants completed the whole questionnaire.

**Design.** This study adopted cross-sectional survey design where data were collected at a single point in time (Fink & Kosecoff, 1985). The advantage of using this

design is easy to gather many data in a very short period and the disadvantage is if things change rapidly, the survey information may become outdated (Fink & Kosecoff, 1985). Also the study is correlational in nature as it tries to estimate the extent of relationship between individual spirituality, workplace spirituality and organizational commitment.

**Measures.** The questionnaire booklet consists of four sections: Demographic Questions, Muslim Religiosity Personality Inventory –MRPI, Spirituality at Work Scale, and Affective, Continuance and Normative Scales -ACNCS. The MRPI has the Cronbach's alpha for the Islamic Worldview scale is .82 and for the Religious Personality is .91. The items on the Spirituality at Work Scale were obtained from Ashmos and Duchon (2000) subscales. The cronbach alphas for the first two subscales are .86 and for the last subscale is .93 (Ashmos & Duchon, 2000). The Cronbach alpha for affective commitment subscale is .85, for continuance commitment subscale is .79 and for normative commitment subscale is .73 (Meyer & Allen, 1997).

**Data collection procedure.** Participants were asked to answer the questionnaire in the provided room and returned the completed questionnaire directly to the researcher. The completion of the questionnaire was entirely voluntary and responses were anonymous. All of the participants were able to complete the questionnaire less than 30 minutes.

## RESULTS

The degree and direction of the relationships between individual spirituality, workplace spirituality and organizational commitment were identified using correlation analysis. As the variables in this study are continuous variables, Pearson product-moment correlation was used to test the following hypotheses: The result shows that there is a significant positive correlation between individual spirituality and organizational commitment ( $r = .261$ ;  $p = 0.007$ ). There is also positive correlation between workplace spirituality and organizational commitment ( $r = 0.449$ ;  $p = 0.00$ ). So, the first and second hypotheses are supported. As a whole, workplace spirituality and individual spirituality correlate significantly with organizational commitment.

## DISCUSSION

Based on these findings it can be concluded that spirituality in the workplace can offer many benefits not only to the employees but also to the organization. Such benefits have been demonstrated by many researchers such as Giacalone, Jurkiewicz and Fry (2003), Milliman et al. (2003) and Pawar (2009) where among these benefits are increased productivity, improved ethical behavior and strong commitment towards the organization. While many of these studies were conducted in the western countries, the findings of this study has demonstrated that the same can also happen in a non-western country within a Muslim context. This study concludes with a number of important points. First, the result of this study advocates that there are relationships between workplace spirituality and individual spirituality with organizational commitment. It also shows that the interaction between workplace spirituality and individual spirituality will increase the commitment of an employee towards the organization. Thus, it is pertinent that organizations pay extra attention to the spirituality of its employee in order to maximize the employees' organizational commitment.

Second conclusion to be drawn from this study is that the awareness of benefits of spirituality at the workplace is increasing with the growing numbers of research done on the issue in the western world. However, this study has demonstrated that the same benefits can be gained in a Muslim context. Third, consistent with the findings from previous studies, the results from the present study has demonstrated that there are benefits of practicing spirituality at the workplace (Mat Desa & Koh Pin Pin, 2011; Milliman et al., 2003; Pawar, 2009). The benefits can be gained by the employees and also the organization. This may suggest that encouraging spirituality at the workplace could be an advantage not only to the employees but also to the organization as a whole. Finally, based on the findings, this study would like to offer some guidelines to human resource (HR) managers in formulating their HR policies and implementing HR practices by incorporating individual and workplace spirituality in order to optimize the commitment of the employees towards the organization. This can be done through three approaches i.e. employee selection, employee training and HR management practices.

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## **PERCIEVED GENDER DISCRIMINATION AS A MODERATOR IN THE RELATION BETWEEN INTERACTION JUSTICE AND ORGANIZATION CITIZENSHIP BEHAVIOR**

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### **Abstract**

This study aimed to explore the effect of interaction justice toward organizational citizenship behavior and perceived gender discrimination as a moderator in the relation between interaction justice and organizational citizenship behavior. Organizational citizenship behavior is defined as are pro-social or extra-role behaviors performed outside the scope of a job description or typical job-specific tasks. There are many factors that can influence organizational citizenship behavior of an employee. Organizational citizenship behavior can increase the effectiveness and performance in organization. At the same time, fairness interaction between managers and employees can also increase the effectiveness and performance in organization. Interactions justice within the organization plays a role in shaping the behavior of employees in the organization citizenship and colleagues. Unfair treatment creates a different perception among employees. Perception of the fairness of interaction has an important role to improve organizational citizenship behavior. A total of 453 employees in Kota Kinabalu were involved as respondents in study. Studies using survey questionnaires: Organizational Justice Survey (OJS); Perceived Discrimination; Organizational Citizenship Behavior Questionnaire (OCBs). The analysis found a positive significant effect of interaction justice toward organizational citizenship behavior and gender discrimination was not a moderate the relationship between interaction justice and organizational citizenship behavior. Theoretical and practical implications of the results are discussed.

**Keywords:** *interaction justice, gender discrimination and organizational citizenship behaviors.*

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### **INTRODUCTION**

Organization consists of a group of people working together to achieve a goal. The main component of the organization is manager and employees interact with one other. Interaction is a field that connects two or more persons in a same time. Within the organization, interaction is also used as a channel for communication between workers either employee or manager.

Interaction within the organization is required to build a good teamwork with the nature of cooperation and mutual help among one another. According to De Vito (1995), individuals who have the ability to communicate with others will be more open and not judged any disagreement as an opportunity to bring down, but instead look for opportunities to understand the circumstances to improve the interaction. The statement is further supported by the finding Joseph and Chen (2004) stated that individuals who have good communication able to create a quality teamwork. Therefore by interpersonal communication is one of the factors that influence the effectiveness learning of teamwork and develop a conducive work environment.

Kim (2009) found that employees who perceived that they were treated fairly by their company tended to develop and maintain communal relationships with the company. Organizational justice, which refers to people's perceptions of the fairness of treatment received from organizations, is important as a basic requirement for the effective functioning of organizations.

Good and fair interaction between manager and employee will enhance the effectiveness and performance of the organization. According to Moorman (2001) organizational justice is defined as employees' perception that they are treated fairly by employers and organizations in their careers. Justice within the organization played an important role in influencing beliefs, feelings, attitudes and behavior of employees. Organizations justice can lead to the high commitment beyond the terms of reference of an employee (Yaghobi, Javadi & Agha-Rahimi, 2010). Colquitt (2001) suggested that there are four constructs (scale) in justice organizations, distributive justice, procedural justice, interpersonal justice, and justice information. Bies and Moag (1986) introduced the concept of interaction justice which included two constructs of justice (interpersonal justice and informational justice). According to Bies and Moas interaction justice is the most recent advance in the justice literature by focusing attention on the importance of the quality of the interpersonal treatment people receive when procedures are implemented.

**Interaction Justice.** Bies and Moag (1986) referred to interpersonal and informational of justice as "interactional justice." More recently, interactional justice has come to be seen as consisting of two specific types of interpersonal treatment. First of all, labeled interpersonal justice reflects the degree to which people are treated with politeness, dignity, and respect by authorities or third parties involved in executing procedures or determining outcomes. Next, labeled informational justice, focuses on the explanations provided to people that convey information about why procedures were used in a certain way or why outcomes were distributed in a certain fashion.

Interactional justice implies respect and honesty in the conduct of social interactions with people (Blakely et al., 2005). In addition, the quality of behavior among persons that is feeling by someone is interactional justice (Moshref-Javadi et al., 2006). Interactional justice is a way that transfers organizational justice by supervisors to subordinates. This type of justice related to aspects of the communication process (such as politeness, honesty and respect) between the transmitter and receiver of justice (Bahari-Far and Javaheri-Kamel, 2010).

Interaction justice can be defined as the interactions or treatment or treatment directed toward members of an organization by their supervisor (DeConinck & Johnson, 2009). It's also referring to the quality of the interpersonal treatment that employees receive as procedures are implemented and rewards and outcomes are distributed (Bies & Moag, 1986).

**Perceived Discrimination.** Perceived discrimination is defined as a person's perception that he/she is mistreated due his/her group membership (Ensher et al., 2001). It's has been found (by Holocomb-McCoy & Addison-Bradley, 2005; Levin, Van Laar, & Foote, 2006; Sellers & Shelton, 2003) as a negative relationship with one's attitudes and behaviors. Harris et al. (2004) also found that perceived discrimination is likely to affect other important industry and organizational psychology variables of interest, such as turnover, organizational commitment, and citizenship behavior. Perceived discrimination is determined by how well a particular event or incident reflects widely held beliefs, expectation and norms about (the violation of) social responsibility. An

important variable in understanding perceptions of discrimination may be subgroup identity. Remarkably, that people who more strongly identify with a particular subgroup which has historically experienced discrimination will be more likely to perceive discrimination in a selection or promotion context than those who do not identify with the group (King, 2003).

The perception of fairness is important in predicting the occurrence of organizational citizenship behavior. Williams, Pitre and Zainuba (2002) found that perception of interactional justice influenced an employee's intention to perform citizenship behaviors. The employees who believed that they personally were treated fairly by their supervisor were more likely to exhibit citizenship behaviors. It also means that employees who felt supported by their supervisor were more willing to perform citizenship activities.

**Organizational Citizenship Behavior.** Organizational citizenship behaviors (OCB) are work-related activities performed by employees such behaviors increase organizational effectiveness but are beyond the scope of job description and formal, contractual sanctions or incentives. Organ et al. (2006) defined the organizational citizenship behaviors as an individual behavior that is discretionary, not directly or explicitly recognized by the formal reward system, and in the aggregate promotes the efficient and effective functioning of the organization.

Moorman and Blakely (1995) suggested the four dimensions of organizational citizenship behavior. These dimensions are interpersonal helping, individual initiative, personal industry, and loyal boosterism. Interpersonal helping focuses on helping co-workers whenever such help is needed. Individual initiative describes communication to others in the work place help to improve individual and group performance. Personal industry relates to specific tasks that are not part of the job description or task performance above and beyond normal role expectations. Loyalty boosterism focuses on promoting the organization's image to others.

The purpose in the present study aimed to determine the interaction justice and gender discrimination on the intention of employees to perform OCB.

**Objective:**

1. To study the influence of interaction justice toward organizational citizenship behaviors.
2. To study the role perceived gender discrimination as moderation effect in the relationship of interaction justice and organizational citizenship behaviors.

## METHODS

**Participants.** The participants of this study were chosen by using the purposive random sampling method. A total of 453 employees participated in this study. The participants consisted of 206 males and 247 females ( $M = 1.55$ ,  $SD = 0.5$ ). The participants were selected from multiple races background which is 65.6% Sabah natives, 19.4% Melayu, 6.4% Chinese, 2.9% Sarawak natives and 10.8% from others races ( $M = 2.67$ ,  $SD 0.99$ ). The totals of 73.5% participants are from government and 26.5% from private sector ( $M = 1.26$ ,  $SD 0.44$ ).

**Location.** This study was conducted in private and government organizations in Kota Kinabalu, Sabah. The Organizations involved *Universiti Malaysia Sabah, Lembaga Pembangunan Perumahan dan Bandar, Dewan Bandaraya Kota Kinabalu, Jabatan Perangkaan Neferi Sabah, Sabah Land Development Board, Sabah Electricity Sdn Bhd and New Tech Furniture Sdn Bhd.*

**Measures.** Interaction justice was measured using the 9-item scale validated in Colquitt (2001). Respondents used a 5-point Likert scale that range from 1 = *never* to 5 = *always*. Interaction justice was divided into two construct which is interpersonal justice and informational justice. The first 4 items is an interpersonal justice where asked about reflects the degree to which people are treated with politeness, dignity and respect by authorities or third parties involved in executing procedures or determining outcomes. The second set of 5 items is an informational justice where assessed participant on the explanations provided to people that convey information about why procedures were used in a certain fashion. The reliability (Coefficient alpha values) of interpersonal justice was 0.920 and 0.930 for informational justice.

Perceived gender discrimination were adapted from a scale used by Sanchez and Brock (1996) to measure perceived race discrimination. The word “ethnicity” was replaced were replaced with “gender” on all items to reflect age discrimination. An example item is: “I have been denied a promotion because of my gender”. The Cronbach’s Alpha for the scale’s reliability in this study was 0.962.

Organizational citizenship behaviors were measured by using Organizational Citizenship Behaviors Questionnaire (OCBs) developed by Moorman and Blakely (1995). This questionnaire consisted of 19 items. Employee response were obtained on a 5-point Likert scale where 1 = strongly disagree and 5 = strongly agree. It measures four dimensions of OCB which is interpersonal helping, individual initiative, personal industry and loyalty boosterism. The reliability (Coefficient alpha values) of this instrument was 0.931.

## RESULTS AND DISCUSSION

Table 1  
Hierarchical Regression of Influence Interaction Justice toward Organizational Citizenship Behavior

variables	Constant	R2	F	F sig	$\beta$	t	t sig
Interpersonal justice					.103	1.527	.127
Informational justice	3.024	.097	3.024	.000	.226	3.343	.001

The multiple regression analysis showed that both predictors which are interpersonal justice and informational justice influence significantly toward organizational citizenship behavior. Where, the value of interpersonal justice  $\beta = 0.103$ ,  $p < 0.01$  and informational justice recorded the  $\beta = 0.226$ ,  $p < 0.01$  with a contribution of 9.7 percent of the variance ( $r = .312$ ) changes in the variance of organizational

citizenship behavior [ $F(2,250) = 24.185, p < 0.01$ ]. The result found the interaction justice will influence organization citizenship behavior. In other words, employees who experienced interpersonal and informational justice in the organization will improve their citizenship behavior.

These findings also supported by Farrell (2005) who reported organization justice had a significant influence toward organizational citizenship behavior. When the trust is formed among the workers, the workers will increase their OCB in organizations. Justice in the organization and conduct of a manager are able to influence the beliefs, feelings, behaviors and attitudes of employees in the organization (Colquitt, Wesson, Porter, Conlon and Yee Ng, 2001). It is also supported by Yaghoobi, Javadi and Agha-Rahimi (2010) by stating that justice can cause high and committed employees perform any work beyond their duty. Colquitt et al., (2010) with the results of the analysis found significant positive regression between organizational justice and OCB. This explains the workers who suffer justice organizations tend to do their job well and helps other colleagues with regard to the task. However, the small variance contribution of interaction justice towards OCB indicating that the interaction justice is not the major predictor of OCB. Sjahrudin et al. (2013) found that interaction justice (justice organization) has insignificant effect directly toward increased OCB.

Table 2  
 Hierarchical Regression Using Gender Discrimination as a Moderator in the Relationship between Interaction Justice and Organizational Citizenship Behavior

Dependent variable	Variables	Std Beta Step 1	Std Beta Step 2	Std Beta Step 3	constant
<b>Organizational citizenship behavior</b>	<b>Independent variable:</b>				
	<b>Interaction justice:</b>				
	Interpersonal justice	.218	.179	.244	
	Informational justice	.167	.174	.108	
	<b>Moderator:</b>				
	Gender discrimination		-.156	-.158	
	<b>Interaction term:</b>				
	Gendis X interjustice			-.127	
	Gendis X infor justice			.131	
	R <sup>2</sup>		.133	.156	.160
Adjusted R <sup>2</sup>		.129	.150	.150	
R <sup>2</sup> Change		.133	.023	.004	
F Change		32.687	11.647	1.016	
Sig. F Change		.000	.001	.363	
Durbin-Watson					1.799

**The moderating effect of gender discrimination to the relationship between interaction justice and organizational citizenship behavior.** The result of the moderated regression analysis of gender discrimination as a moderator on the relationship between each of the interaction justice (i.e. interpersonal justice and

informational justice) and organizational citizenship behavior are shown in table 2. In total, 16 % of the variance in organizational citizenship behavior was explained when all variables were entered. Regression analysis for the first step asserted that the interaction justice was accounted 13.3 % of the variance in organizational citizenship behavior. Interaction justice had a significant positive beta weight in organizational citizenship behavior. In other words, the increased of interaction justice in organization were more likely to increase organizational citizenship behavior among employees.

The gender discrimination were entered in the second step, which explaining an additional 12.9 % of the variance in organizational citizenship behavior among employees in organization. Gender discrimination showed a negative beta weight in organizational citizenship behavior and thus, the gender discriminate is the employee, the less likely the employee organizational citizenship behavior.

The moderating effect of gender discrimination in the relationship between interaction justice and organizational citizenship behavior were entered in the third step. The result showed a non-significant interaction between interaction justice and gender discrimination. The interaction model explained only additional 2.3 % of the variance in organizational citizenship behavior. As a result finding showed that gender discrimination was not a moderate in the relationship between interaction justice and organizational citizenship behavior.

The study explains that the perceived gender discrimination did not moderate the relationship between interaction justice and OCB. However, interaction justice has a directly effect to OCB. Sjahruddin et al. (2013) found a positive and significant effect of high organizational justice (interaction justice) that directly tends to increase OCB in positive direction. Tacneaux (2012) found gender discrimination was extensively cause demotivation among employees in an organization, especially when one gender dominates over the other. Study also found that gender discrimination negatively influenced to organizational citizenship behavior. This clarifies that a high of gender discrimination within the organization will decrease the employee citizenship behavior. On the other hand, low gender discrimination within the organization will increase the organizational citizenship behavior.

We were surprised to find that the relationship between interaction justice and OCB was not moderate by perceived gender discrimination, suggesting that interaction justice is enough to affect OCB. Employees seem to form OCB by directly considering the interaction justice in their organization. This may also be influenced by the findings of this study that showing the interaction is not the main predictor of organizational citizenship behavior with only 13.3% variance contribution. This assumption supported by Wan Shahrazad et al., (2013); Sjahruddin et al., (2013); Oren et al., (2013); Indhira (2013) and Batool (2012) which found that organizational justice is one of the predictors toward organizational citizenship behavior. Organ (1997) has produced a variety of other studies testing forecasters organizational citizenship behavior, including job satisfaction, organizational commitment, perceptions of justice, personality and leadership.

In this study a structured model have been developed and tasted that the perceived gender discrimination moderates the interaction justice in organizational citizenship behavior. Some important findings of the study are: Firstly, interaction justice is positively and significantly influenced to organizational citizenship behavior the employees in Kota Kinabalu. Secondly, perceived gender discrimination is negatively and significantly influenced to organizational citizenship behavior the

employees in Kota Kinabalu. Thirdly, perceived gender discrimination was not moderate the relation between interaction justice and organizational citizenship behavior. So, it can conclude that interaction justice has insignificant effect toward increased organizational citizenship behavior since the gender discrimination does not play a role as moderator in the relation between interaction justice and organizational citizenship behavior.

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## **THE DERADICALIZATION OF TERRORISTS IN INDONESIA: THEORETICAL DEBATES AND POLICY**

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### **Abstract**

Terrorism has become a latent asymmetric threats faced by Indonesia and other countries. Hard approach to counter terrorism in terms of security measures and law enforcement has successfully arrested and prosecuted more the 950 terrorist suspects, yet it has successfully eradicated the root causes of terrorism. Therefore the Indonesian government has to complement its hard approach with its soft approach. One of them is the deradicalization program. Using library and data collection from government as the research method, this paper seeks to analyze theoretical debates over the issue of deradicalization and its implementation in the deradicalization policy of the government of Indonesia. The article has come up to the conclusion that the Indonesian government has formulated and implemented its deradicalization policy comprising from deideologization, psychological and economic rehabilitation and resocialization. Different from disengagement from violence approach, the Indonesian government emphasizes its policy to transform the radical belief of the terrorists and radical activists into the moderate one. Implicitly, several government agencies have implemented the deradicalization program, while BNPT serves as the National Agency responsible for the strategic policy formulation and coordination. The agency has also successfully implemented rehabilitation, reeducation and resocialization programs of the ex terrorist. It has also established Coordinating Form For Terrorists in 26 provincial areas. Nevertheless, the policy still leaves bulk of problems in the regulation, policy, coordination and supporting the terrorist victims and terrorist management.

**Keywords:** *Policy, Counter Terrorism, Deradicalization, Rehabilitation, Resocialization.*

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### **INTRODUCTION**

Terrorism Threat in Indonesia never stops. In the Old Order, terrorism threatened to kill head of the state and separatism. In the new Order the terrorist organization used the Islamic identity such as Komando Jihad which was then known as Terror Warman. During reformasi the quantity and quality of terror attacks increased significantly, with majority took the form of bombing. However, in the latest days, terrorists in Indonesia have threatened to kill political leaders, bank and gold robbery, threat to hijack planes and using radioactive and shooting to Police. Until 2013, 26 police have been killed by terrorist. Terror attack in the reformasi have also been intertwined with religious conflicts in Maluku and Poso.

To counter terrorism, the Indonesian government has made number of policies. Badan Nasional Penanggulangan Terrorism (BNPT/ The National Counter Terrorism Agency) has classified the counter terrorism policies into prevention and operation. The prevention policies comprised from awareness, readiness, counter-propaganda,

protection and deradicalization programs. The operation policies consists of intelligence measures, surveillance, law enforcement, force development.<sup>1</sup>

International community has saluted with the success of Indonesia in the operation function. Since Reformasi, Indonesia security officers have been successful in arresting 950 terrorist suspects. They have been sent to jail, released and received death penalties. 35 five detainees are in the interrogation process while 57 are still fugitives.

The operation measures have also successfully destroyed regional terrorist organization Jemaah Islamiyah, uncovering other terrorist and militant groups such as Mujahidn KOMPAK, NII, Laskar Jundullah, prevented and thwarted number of terrorism plots such as in Yogyakarta, Palembang, Cilacap, Bekasi Kebumen and Bandung.<sup>2</sup> Nevertheless the success in the operation does not go with the success in the prevention function. The terrorism threats in Indonesia still exist, though with lower quantities. Despite the JI destruction, individual and small terrorist organizations rise.

Terrorism prevention policies consists of programs and actions to prevent terrorism from internal and external factor. The internal factor to prevent individual from becoming terrorist is known as deradicalization, while external factors consists of several efforts such is improving security system, arm and explosive material control. This article focuses on terrorism prevention coming from individual terrorist. It is a policy research which wholly uses document study as the method of data collection. The documents collected form BNPT in the forms blue print, strategic plan, papers and articles and other regulation of terrorism prevention. They are combined with secondary resource such books and other works on the similar topics discussed previously.

## RADICALIZATION AND DERADICALIZATION

**Definition and theoretical debates.** Radicalization refers to individual experience which turn to radical, while deradicalization as the opposite concept of radicalization, refers to the efforts made to change the radical mindset or attitude. This article borrows the definition of radical attitude from Harun Yahya combined with definition made by Violent Radicalization and Homegrown Terrorism Prevention Act of 2007. Yahya defines radical attitude as an intention to bring about changes drastically and fundamentally using specific ways which are different from others.<sup>3</sup> While Violent radicalization and Homegrown terrorism act 2007 adds the use of violence in the definition of radicalization. It looks radicalization as a process to adopt and promote extreme belief to facilitate ideological violence with the aim at bringing about political, religious and social changes.<sup>4</sup> Terrorism is a radical action as it is rooted in the radical thought and belief which legitimizes violence.

Deradicalization can be implemented individually and collectively. Individual deradicalization is a process where individual terrorist leaves terrorist or criminal organization including religious sects. According to Rabasa, in this type of radicalization, psychological factor play important role. Collective radicalization can only be implemented by the state, that is when the state has successfully overcome the radical groups such as arresting and assassinating their leaders. Collective

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<sup>1</sup> BNPT, Ancaman Terorisme dan Dinamika Penanggulangannya di Indonesia, BNPT, Jakarta 2013, pp: 38- 63

<sup>2</sup> *Ibid*, p. 76.

<sup>3</sup> Harun Yahya, *Uniting against radicalism*, [Brookes News.Com](http://Brookes News.Com), Monday 21 February 2005.

<sup>4</sup> *Violent Radicalization and Homegrown Terrorism Prevention Act of 2007*, <http://www.govtrack.us/congress/billtext.xpd?bill=h110-1955>, diakses pada 1 Mei 2011, 12:30.

deradicalization serve as the government's response to radical leaders who consider their position.

Deradicalization has broad and narrow meaning. In its narrow meaning, deradicalization is defined as the conversion of radical ideology, thoughts and belief to moderate ones. It starts from cognitive changes and deconstruction of radical mindset to become moderate. In its narrow definition, deradicalization is different from the concept of disengagement from violence, that is when radical activists leave their radical groups to come back to their community. The disengagement from violence theorists believe that the radicals need no change their beliefs just to leave violence. All they need just to leave violence without changing their radical belief.<sup>5</sup> In other words, the disengagement theorists assert that radicals need no deradicalization in its narrow perspectives just distance from violence. The ex-terrorist might leave their terror action or terrorist group despite their radical belief.

The deradicalization follower particularly the policy makers of the Indonesian government, on the other hand, assert that eradicating root causes of terrorism needs the change of radical thought or radical ideology. They point out the conversion of radical thought of JI leader in Egypt to moderate thoughts. They write the conversion in series of books and echoed the radical activist to leave violence. In short deradicalization needs the changes in belief and ideology.

This article seeks to synthesize the two perspective by arguing that deradicalization perspective fit to the long-term deradicalization program while the disengagement from violence perspective which I see as part of deradicalization program might fit in the short term deradicalization program. Deradicalization in its broad perspective requires the deideologization supported by economic, social rehabilitation as a way change radical or pro violence attitude<sup>6</sup>. The BNPT looks at the deradicalization program in its broad meaning, that is using psychological, social, economic, religious and cultural approaches to neutralize radical belief and attitude. Such view is implemented in the deradicalization policies in the form 3 sequential programs: rehabilitation, reeducation and resocialization or reintegration

**The root causes of radicalism.** Deradicalization program should start with understanding of its root causes. As noted by *National Counterterrorism Center*, radicalization does not hail from single factors. Grievances which come from location, groups, personal, community and ideology contribute to the radicalization. Together with its catalyst and inhibitors, they will bring to mass mobilization and support to violence. The catalyst factors consist of the condition of the target.<sup>7</sup> Radicalization is not a sudden phenomena. To become radical, as recorded by a *New York Police Department* in 2007, someone usually undergoes 4 stages: pre-radicalization, self identification, indoctrination and jihadization.

**The policy and strategy of Deradicalization of Terrorist in Indonesia.** Indonesia doesn't have law on deradicalization but presidential decree no 46/ 2010 in which deradicalization becomes one of package in the terrorism prevention. The article states that deradicalization policy consists of formulating policy, national program, coordinating government institution and society organization. Its vision is creating

<sup>5</sup> Angel Rabasa, Stacie L. Pettyjohn, Jeremy J. Ghez, Christopher Boucek, *Deradicalizing Islamist Extremist*, (Santa Monica: RAND National Defense Research Institute, 2010)

<sup>6</sup> Petrus Reinhard Golose, *Deradikalisasi Terorisme: Humanis, Soul Approach dan Menyentuh Akar Rumput* Jakarta, YPKIK, 2009, p. 67.

<sup>7</sup> "Radicalization and Mobilization Dynamics Framework", <http://www.nctc.gov/site/technical/radicalization.html>, diakses pada 1 Mei 2011, 12:37.

synergy amongst government institution to improve national readiness and international cooperation as away to maintain the national security. BNPT has the authority to formulate strategic policies and strategies, initiating coordination and establishing task force, conducting analysis , monitoring and evaluation of deradicalization inclusive of radical ideology.

The implementation of deradicalization as one of counter terrorism is subject to six principles; law supremacy, indiscrimitaion, independecy , coordination Democracy and people participation.<sup>8</sup>

As stated previously, Indonesia adopts the concept of deradicalization, not disengagement from violence as one of the effort to prevent terrorisme. The government looks the deradicalization in its broad perspective. In its implementation, the deradicqlization program emphasizes more on the effort to the prevent individuals or people from the radical ideology and radical propoganda . This emphasis is clearly stated in the job description of Deputy on the prevention , protection and deradicalization of BNPT.<sup>9</sup> Further the job description says that the government policy in the deradicalization is preventing the proliferation of radical ideology and protecting the Indonensian people from the radical terrorism by prioritizing people participation and the synergy of inter-government agencies.

The first deradicalization strategy of BNPT consists of counter ideology, rehabilitation, reeducation and resocialization of the core and militant groups. The objective of the strategy is to motivate the core and the militant group to leave violent ways and terrorism and to moderate their radical thoughts in order to fit the state ideology. The second strategy is conducting counter radicalization to supporter and sympathizers and lay people in order not to be influenced by radical ideology.<sup>10</sup> The specific mission of deradicalization program is stretghtening policies , infrastructure, human resources to implement the deradicalization programs using religious, social, economic, cultural approaches and optimizing the media and international cooperation.<sup>11</sup>

The religious approach is aimed at changing the violent interpretation of religious texts to the moderate and peaceful ones. The psychological approaches means benefiting psychology to eradicate violence, aggression caused by personality, group pressures, nurturing patterns, and provocation in order to get correct method. Cultural approach means using cultural values such as local wisdom as a means to change violent behavior. Local values teach wisdom, civility, politeness, honesty , tolerance and respect to others. Economic approach departs from a hypotheses that radical individuals suffer from economic hardship, poverty and joblessness. The approach is aimed at improving the militant well off, self reliance as away to sweep off radicalism. Legal approach means deradiclization program must be implemented on the state law. Political approach means government must make sound and comprehensive policies that clearly stipulates authority in implementing the deradicalization program. The deradicalization program should also benefit from the advance of technology. .<sup>12</sup>

**Reabilitaion.** Deradicalization policy is implemented in the four stages: rehabilitation, reeducation, resocialization or reintegration. Rehabilitation is defined as the

<sup>8</sup> BNPT, *Kebijakan dan strategi Pencegahan* , *Op Cit*, p. 10

<sup>9</sup> BNPT , *Blue Print Deradikalisasi*, BNPT Jakarta, ch V. 2013

<sup>10</sup> BNPT, *Blue Print Deradikalisasi*, *Op Cit*, p. 27

<sup>11</sup> *Ibid*, p. 27

<sup>12</sup> . *Ibid*, Bab IV pp: 31-33

transformation of radical thoughts and attitude to the moderate and peaceful one, the transformation of poor well off of the radical and their family to the better, such as becoming self reliant. So far only The Correction Department which has rehabilitation program to the terrorist who commit extra-ordinary crimes. Overcoming the crimes needs participation from religious ulamas and scholars on psychology, culture and politics. The rehabilitation programs should not only target ex-terrorist prisoners but also their family in order not to be influenced by radical ideology and more over they are expected to change the violent ideology of the radical to the moderate one. BNPT has two strategies in implementing the ideological moderation; counter ideology and counter narratives. Counter ideology takes the form of discussion and dialog to the radicals with the aim at changing radical ideology and mindset, while counter narratives is conducted by intensively preaching peaceful, tolerant and moderate religious teachings using diverse sources and means.

**Reduction.** Conceptually, the definition reeducation is rather similar with rehabilitation, that is transforming the radical mindset and attitude to the open and moderate one, except that reeducation program emphasizes more on educating the radicals with the state ideology and the idea of living in pluralistic society. The reeducation program is targeted at terrorist prisoners who have passed the rehabilitation program or those who are about to be released and their family.

Its objective is educating the terrorist prisoners and their family to have moral consciousness and understandings which will change their radical mindset to the attitude that promote tolerance, peaceful and country adoration.

**Resocialization and reintegration.** Resocialisation or reintegration is a program which bring the ex-terrorist prisoners back to their family and society where they previously lived. Therefore this program will not only target the ex-terrorist prisoners and their family but also the community where the ex-terrorists will live. The resocialization consists of programs using physicological and economic approaches. The psychological approach will imbibe the self confidence of terrorist prisoners. The economic approach will train the ex-terrorist prisoners with skills and entrepreneurship so that they will become self reliant individuals. For the people living surrounding ex-terrorist prisoners, the resocialization programs will prepare them to welcome the ex-terrorist prisoners without fear and suspicion.

**The Coordination in the Deradicalization Policies.** Deradicalization programs consist of activities which are also carried out by several government ministries, other than BNPT. Coordinating the ministries in the deradicalization programs, as stipulated in the presidential decree no 46/2010 has become one of BNPT top priorities. The government agencies which have programs contributing to the deradicalization programs and should support the programs are:

- a. Ministry Of Religious Affairs which concerns on the support in the proliferation of peaceful and tolerant religious interpretation to counter radical interpretation of religious texts.
- b. Ministry of National Education can insert the non-violence teachings in the education curriculum and grant the ex-terrorist children with scholarship.
- c. Ministry Of Defense can supply the information on the mapping of radical groups and educate the radical individuals with the national resilience to sweep away radical ideologies.
- d. National Agency Development Planning ( BAPPENAS) is expected to prioritize the deradicalization program in the national planning.

- e. Ministry Of Home Affairs can mobilize regional government to supervise radical individuals in their regions and insert the deradicalization programs in the programs of Departement of National Unity and Politic (KESBANGPOL).
- f. Ministry Of Law and Human Rights via its correction Directorate can strengthen the prison management which support the deraicalization missions especially in the prison.
- g. National Police (POLRI) via Densus AT /88 can monitor the radical and their families and evaluate how the deradicalization programs work.
- h. Ministry Of Manpower and Transmigration can support the deradicalization program by empowering the radicals with economic capacity.
- i. Ministry Of Social Affairs might insert the rehabilitation and resocialization programs of the terrorists into their similar programs.
- j. Ministry Of Youth and Sport might include the education of the young radical and young ex-terrorist in their youth empowerment programs.
- k. The Indonesian Science Academy (LIPI) might take part in the deradicalization program by conducting research and policy advocacy programs in the issue.
- l. Ministry Of Foreign Affairs can make international cooperation to understand the radicalization and terrorism better and find good solution to overcome their root causes.
- m. Attorney General can contribute the deradicalization by improving law enforcement function so that the radicals abort their violence plot.
- n. Ministry of Information and Communication can support the deradicalization program, mainly to counter propaganda to radical ideology by controlling the radical websites.

**Achievements and Challenges in the Deradicalization Programs.** Since 2011, a year after its establishment, BNPT in cooperation with directorate of correction and civil society organization such as Forum Pengembangan Islam (FORPIS), Indonesian Institute or Society Empowerment (INSEP) Lembaga Pemberdayaan dan Pengembangan Inormasi (LPPMI) has successfully implemented its deradicalization programs to terrorist prisoners, ex-terrorist prisoners and their family. In the rehabilitation programs, BNPT has successfully rehabilitated more than 100 terrorist prisoners in Luwuk, Banggai, Semarang, Porong Sioardjo, Batu Nusakambangan, Palu Sulawesi and Cipunang Jakarta and West Java. In line with this, BNPT also has successfully conducted rehabilitation to the radical families as well.<sup>13</sup>

In the reeducation program, since 2011, BNPT in cooperation with number of civil society organizations and Islamic boarding schools in Malang, University in Solo, has integrated the reeducation program into national four-pillars campaign programs (Kampanye Program empat pilar). BNPT has also successfully conducted training to counter radical ideology to more than hundreds of trainees comprising from pesantren students, ulamas and pesantren leaders.

Number of workshops to formulate pro-peace curriculum in the religious education have been conducted in cooperation with Islamic Universities and Institutes in Solo, Mataram, Palu. BNPT has also conducted study to counter – the radical interpretation of Quranic Verses. Benefiting from local wisdom, BNPT has also conducted leather –puppet shows in number of regions in cooperation with TVRI.<sup>14</sup>

<sup>13</sup>. BNPT, *Ancaman Terorisme, Op Cit* .p.56

<sup>14</sup>. *Ibid*, p. 58

As far as the resocialization and reintegration program is concerned, BNPT, working together with number of Civil Society Organization, has successfully implemented its resocialization programs to more than 63 ex-terrorist families and providing economic empowerment to them. To facilitate people participation, BNPT has also sponsored the establishment The Coordinating Forum On Terrorism Prevention (Forum Kordinasi Pencegahan Terorisme/FKP) in 26 provincial areas. Religious leaders, academicians, social leaders , some regional government leaders have join in the forum and have initiated to mobilize sources to prevent terrorism , inclusive of deradicalization.<sup>15</sup>

Despites its achievement, deradicalization program leaves a bulk of challenges. The first and foremost, is that the program is still distant from priority, policy make put operation programs as priority more than deradicalization. People have been impressed more on the results of operation t5hat that of the deradicalization. Secondly,lack of regulation supporting the coordination has made difficulties in the implementation of terrorism prevention mechanism.

Thirdly, BNPT, as a new government agency,faces problems with lack of internal Human Resources . This impedes the implementation of its programs. People perceive that terrorism prevention is the job of TNI and POLRI. Fourthly, Deradicalization program also receive strong criticism from Muslim community who perceive deradicalization program is agenda imposed by foreign countries to weaken Muslim community. Fourtly, challenges hailed from deradicalization in the prisons. Lack of qualified personnel, poor management and support make the achievement of deradicalization mission is far from expectation . For the example, current prison management still give freedom to terrorists prisoner to communicate to their external fellows. The interaction of terrorist prisoners contribute significantly to radicalization, in stead of otherwise.

## CONCLUSSION

Theoritecally, deradicalization of terrorism can be defined narrowly and broadly. In its broad definition, deradicalzation is a process to sweep radical away from the radical activists using multi-approaches; ideology, economy , psychology , politics and culture. In its narrow perspective, deradicalization is focused on the deradicalization of ideology. The perspective is contested with the concept disengagement from violence which asserts that distancing from violence needs no ideological moderation.

The government of Indonesia adopts in the broad definition of deradicalization and prioritizing the deradicalization of ideology in its deradicalization programs. BNPT has to coordinate government agencies and civil societies to make deradicalization happen. Several achievements in the rehablitation, reeducation and resosocializations have been made. Neverthelerss, challenges in the coordination, lack of regulation, qualified human resources and prison management remain.

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<sup>15</sup> *Ibid*, p. 58.

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## **EFFECTS OF THE CONTEMPORARY ZAKAT MANAGEMENT DOMPET DHUAFI REPUBLIKA IN THE ALLEVIATION OF POVERTY IN INDONESIA (A CASE STUDY ON BOGOR RESIDENTS)**

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### **Abstract**

Zakat is a solution to the problem of poverty in this world. Indonesia as a country with a Muslim as majority population has great potential zakat if managed professionally. However, charitable organizations in Indonesia have not been integrated, thus zakat fund management is not maximized. On the other hand the obligatory zakat also have a low awareness of this charity. The biggest challenge is how to utilize the optimization of zakat to be appropriate and well targeted. Dompot Dhuafa Republika is one of the Institute Amil Zakat (LAZ) in Indonesia, i taims is to raise the poors economy and dignity with Zakat Infaq Shadaqah Waqaf funds (ZISWAF) either from individuals, groups or companies. The purpose of this study was to identify the zakat funds management, along with its distribution system and measure the impact of Independent Zone Cluster Madina program towards poverty alleviation in Bogor district. It was used a survey methodology, and the result shows that the income zakat charity fund was rising up to 56.24% from the entire accumulation of ZISWAF funds. Zakat fund distributions to the poor were at 78.60% and the level of beneficiaries income was also increased by 4.75 %,while the average declining numbers of the poor were 2.20%.

**Keyword:** *Zakat, professionally, dignity, fund management*

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### **INTRODUCTION**

Poverty constitutes a phenomenon and fact that occurs in Indonesia, where the people still have a very poor standard of living and are not able to meet the needs of decent living. Until now, the problem of poverty has not been resolved, either by the central and local governments. Overtime, poverty is something appalling that can finally weaken the economy. In fact, the government of Indonesia has been trying to control and overcome the problem of poverty; still, the problem is difficult to overcome.

On January 2, 2013, the BPS (Central Statistics Agency) released the latest data on poverty in Indonesia, in which the number of poor people as of September 2012 reached 28.59 million people (11.66% of the total population), decreasing compared to that of March

2012 of 29.13 million people (11.96%) or a decline of 0.54 million people. However, there are some unresolved crucial issues. Did the reduction in the number of poor people indicate that economic development has actually been enjoyed by the poor? Several attempts have been made by the government from the 1970's

through 2013 to address the problems of poverty, such as *Bimas* (Community Guidance), *Bandes* (Village Assistance Program), *BLT* (Cash Transfer Program), *KUR* (People's Enterprise Credit), the development of SMEs, *PNPM Mandiri* (National Program for Community Empowerment) and many other programs. However, they have not been able to set Indonesian people free from the increasingly torturing and persecuting poverty.

**Zakat.** (Muslim tithing) constitutes a compulsory worship run by every Muslim who has the ability to meet the expenses of daily living or who has wealth that reaches the *nisab* (amount of zakat due). Zakat is a solution to the problem of poverty in this world. This solution offered by Islamic economics is not only for Muslims, but more specifically to the benefit of all the people, both Muslims and non-Muslims.

Indonesia, the most populous Muslim majority country, has great zakat potential, if managed professionally. In fact, the potential is capable of indirectly reducing poverty and hunger among Indonesian population. Unfortunately, zakat-collecting agencies in Indonesia have not been integrated, leading to sub-optimal zakat fund management. In order to optimize the management of zakat, integrated coordination is needed not only from the government, but the private sector, as well. In addition, Islamic banking and NGOs have better approach to society than other private bodies. On the other hand, *muzakki* (zakat payers) have poor awareness of zakat that they should pay when their wealth reaches *nisab*. There are still many people with poor understanding of the implementation, wisdom and purpose of zakat itself, whereas refusing zakat is to deny religious teachings.

The biggest challenge to zakat optimization is to utilize zakat in an appropriate and well-targeted manner. Appropriateness is associated with the utilization of the program to solve the problem of poverty. Well-targeted manner relates to the *mustahik* (zakat recipients).

Unfortunately, the existing poverty alleviation programs are still mostly charitable and consumptive. Those programs have not been more productive and empowering. The issue of poverty alleviation is associated with how to purge the property, as well as those people paying zakat for the purpose of purging themselves from the miserly nature.

Zakat management in Indonesia is mostly carried out partially and individually. The wealthy distributes their own zakat to the poor in the form of money or food packages.

The new spirit of zakat management in Indonesia rose with the issuance of the Law No. 38 of 1999, which set the official zakat agencies in Indonesia, namely the BAZ or *Badan Amil Zakat* (Zakat Collection Board) and the LAZ or *Lembaga Amil Zakat* (private Zakat Collection Agencies).

### **Scope of the Study**

The present study was focused on three issues: the sound and professional management of zakat, well-targeted zakat distribution systems and the potential of zakat in poverty reduction.

## Literature Review

Implementation of Zakat is based on the word of Allah SWT contained in surah at- Taubah 60:

﴿ إِنَّمَا الصَّدَقَتُ لِلْفُقَرَاءِ وَالْمَسْكِينِ وَالْعَمِلِينَ عَلَيْهَا وَالْمُؤَلَّفَةِ

قُلُوبُهُمْ وَفِي الرِّقَابِ وَالْغَرَامِينَ وَفِي سَبِيلِ اللَّهِ وَأَبْنِ السَّبِيلِ فَرِيضَةً

مِّنَ اللَّهِ وَاللَّهُ عَلِيمٌ حَكِيمٌ ﴿٦٠﴾

*“Alms are for the poor and the needy, and those employed to administer the (funds); for those whose hearts have been (recently) reconciled (to Truth); for those in bondage and in debt; in the cause of Allah; and for the wayfarer: (thus is it) ordained by Allah, and Allah is full of knowledge and wisdom.”*

Those eight categories of people are called *Asnaf*.

Management of zakat by zakat collection agencies, especially those with formal

legal force, would have several advantages, among others:

1. To guarantee the certainty of zakat payers' discipline.
2. To avoid the feeling of inferiority of the *mustahik* when facing the muzakki directly to receive zakat.
3. To achieve efficiency and effectiveness, as well as well-targeted utilization of Zakat according to local priorities.
4. To demonstrate the greatness of Islam in the spirit of Islamic governance.

In Indonesia, the management of zakat is governed by the Law No.38 of 1999 on Zakat Management with the Decree of the Minister of Religious Affairs (KMA) No.581 of 1999 on the Implementation of the Law No. D/291 of 2000 on Technical Guidelines for Zakat Management.

**Zakat Management.** A sound management of zakat is a necessity. The Law No.38 of 1999 states that: “The management of zakat is planning, organizing, implementation, and monitoring of the collection, distribution and utilization of zakat.” In order for the LPZ to be efficient, the management should go well. According to Widodo (2003), the quality of management of a zakat collection organization should be measurable. They should be trustful, professional and transparent.

**Poverty.** According to Lewis (2003), poverty can arise as a result of the values or culture embraced by the poor, such as being lazy, easy surrender to fate, lack of work ethic and so on. External factors arise beyond the capabilities of the person concerned, such as bureaucracy or official regulations that may hamper a person to

utilize resources.

According to Qardhawi (1996), in Islam there are two *madzhab* of law in explaining the category of the poor. First, the *madzhab* of Hanafi and Maliki argued that the poor are those who do not have anything what so ever. Secondly, the *madzhab* of Hambali and Syafi'i contended that the poor are those people who can fulfill one-half or more of his need but not sufficient. In Indonesian language, the word *miskin* (poor) is usually combined with the word *fakir* (indigent) to form the compound words *fakir-miskin*, which means more or less the same as the poor. *Fakir* can be equated with absolute poverty and *miskin* with relative poverty.

## Previous Studies

Tatik Mariyanti in her dissertation entitled "Socio-Economic Factors Affecting Poverty Reduction in Indonesia in the Perspective of Islam" argued that zakat, *infaq* and *shodaqoh* (ZIS) are variables that have effects on poverty reduction; if the ZIS increases, poverty will be reduced.

Irfan Syauqi Beik, in Journal of Thought and Ideas Vol. II of 2009 entitled "Analysis of Role of Zakat in Reducing poverty: a Case Study of Dompot Dhuafa Republika", attempted to analyze and evaluate the performance of Dompot Dhuafa in terms of utilization of zakat in reducing poverty through an empirical scientific study and research. This study provided uncontested evidence that zakat has tremendous potential.

## METHODS

**Purposive sampling.** Purposive sampling was carried out by taking individuals selectively chosen by the researcher according to the specific characteristics possessed by the sample. In the present study, samples were those *mustahik* with monthly income of less than IDR 1,500,000 and with businesses.

A total of 200 *mustahik* were taken as samples, consisting of 94 people from Desa Jampang of Kemang Sub-district, 17 people from Desa Jabon of Parung Sub-district, 63 people from Desa Babakan of Ciseeng Sub-district, 26 people from desa Kp. Anyar Sub-district.

As for processing the data, this study used four analytical tools to measure the poverty rate:

1. Headcount Ratio
2. Poverty Gap and Income Gap
3. Sen Index
4. Foster, Greer, and Thorbecke (FGT) Index

## DISCUSSIONS

*Klaster Mandiri* (independent cluster) program as one of the programs initiated by Dompot Dhuafa was a community (*mustahik*) empowerment program integrating social, economic, and advocacy programs in a region (cluster). The general objective of the *Klaster Mandiri* Program or the Islamic Integrated Community Development was to improve the welfare of the "beneficiary" communities, primarily an improvement in the ability to meet basic needs, including social, health,

educational and economic aspects. The majority of the beneficiaries of *Klaster Mandiri* Program of Medina Zone consisted of a wide range of micro- businesses, such as household-scale grocery shops, foodsales, fish farming, plastic and metal scrap collection, and general commerce.

In the distribution of zakat system has been right on target, which is given to mustahik of 8 groups (Asnaf). The largest percentage is given to the poor is equal to 78.63 percent Characteristics of respondents in Zone Madina are traders (82 per cent), fish farmers (13 percent). The majority of respondents were female (68.5 percent). The majority of respondents were aged 31-45 years is very productive (52 percent), aged 46-60 years (34 per cent), only 7 per cent were aged over 60 years. Respondents who are married by 93 per cent with a large majority of family size ranged between 4-6 people (62 per cent) and there are about 8 percent of respondents who had a very heavy burden to the number of family members of more than 7 people. Only elementary education the majority of respondents (53 percent), only 15 percent had high school and only 1.5 percent were educated D2 and D3.

The impact of the program on welfare mustahik from the calculation of the headcount ratio declined by 2.2 percent. This indicates that the charity program that has been performed empirically proven, is able to reduce the number of poverty mustahik.

Poverty gap was measured using two instruments, the poverty gap ratio (P1) to measure poverty gap and income-gap ratio (I) to measure income gap. Utilization of zakat funds through programs conducted by Dompot Dhuafa through the program Madina Zone Cluster had the impact of reducing the level of poverty gap from IDR 431,273.298 to IDR 395,306.76. Similarly, the value of PI decreased from 0.32 to 0.29, or a decrease of 9.1 percent. In general, it can be concluded that the poverty gap can be reduced through distributing zakat to the mustahik.

Poverty severity index was measured by using the Sen Index (P2) and FGT Index (P3). From the point of severity of poverty, the performance of utilization of zakat also have positive implications. This is evident from the results of Sen indices and FGT index, both the index value decreased respectively by 12.1 percent and 18.8 percent. Thus, the instrument of zakat empirically proven capable of reducing the severity of poverty.

This showed that the process of zakat utilization carried out through economic empowerment programs was able to reduce the severity of poverty for *mustahik* micro- businessmen developed or assisted by Dompot Dhuafa.

Distribution of zakat through the program and mentoring for 2 years produced an increase in the beneficiaries' income level (Y) of only 4.75 percent, on average. This showed that the program has not succeeded in reducing the poverty rate of the target *mustahik* since the increase in income was below 20 percent.

**Results of Independent Zone Cluster Madina program.** 1) Revenue partner has not increased, but there are some groups which significantly increased the business group of fish, 2) The opening of market access, especially some of ornamental fish and catfish, although they still lack the networking market, so the lack of access to markets outside the region, 3) activeness and awareness of partner groups is still lacking because many people do not understand the program, low levels of education and skills are still lacking, 4) The formation of the ISM

Cooperative Source Sustenance Zone Madina, 5) There are 3 local cadres who have a passion and commitment although it still needs strengthening of the administrative and management aspects of the management of the institution, 6) It has been growing three business units that are maintained in the form of ISM kiosk food, ornamental fish business cooperation, and financing.

The step that can be taken to alleviate poverty is to provide the *mustahik* with continuous coaching, despite the end of the program. This can be done in the following ways:

1. Improvement of group performance and group skills
2. Catfish and ornamental fish business development that have the potential to alleviate poverty
3. Marketing campaign to expand markets
4. Training for cooperative management

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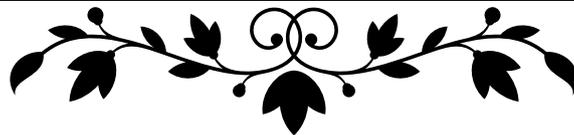
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**CHILDREN, WOMEN  
AND  
FAMILY**

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## CHILD WITNESSING OF FAMILY VIOLENCE: ISSUES FOR INTERVENTION TO CHILD PROTECTION

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### Abstract

It is recently reported that there are some differences in showing one's psycho-social maladjustment according to the child witnessing of family violence. In spite of the maladjustment in which child witnessing of family violence showed according to children's gender are crucial, few empirical studies about the gender of children from child witnessing of family violence have conducted so far in Korea, so, actual studies regarding this are needed. Therefore, purpose in this study is after verifying the features, under discussion in foreign countries, of the aspects of the maladjustment in the son and the daughter who is exposed to family violence in South Korea. Generally many studies report that child witnessing of family violence influence psycho-social maladjustment on the son rather than the daughter much more. On the other hand, some studies report there are no difference regarding it between son and daughter. Therefore, based on research results, it is discussed that there are some difference between theory conducted in foreign countries and actual phenomenon in South Korea. There are similar results but, there are margin for objection. As a result, in internalizing problems which are depression and uneasiness( $P=0.006$ ) and sociality( $P=0.01$ ), a significant difference of between the son and the daughter is shown, but in the externalizing problems which are juvenile delinquency ( $P=0.70$ ), aggressive behavior ( $P=0.87$ ) and academic performance ( $P=0.09$ ), it is presented that both highly show maladjustment without a significant difference between the son and the daughter. Therefore, deep intervention for daughter not to speak of son is needed in the social work program according to the gender of children those who are exposed to family violence.

**Keywords:** *child witnessing of family violence, child's gender, internalizing problems, externalizing problems, social competence, intervention for social work.*

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### INTRODUCTION

Domestic violence is a problem that seriously affects the entire family particularly children. Children exposed to domestic violence exhibit a range of psycho-social maladjustments (Wolfe & Jaffe, 1991). Indeed, an examination of the actual incidence of domestic violence in Korea showed that 31.4% of all families experience domestic violence in a single year, which suggests that approximately 4 million families are affected by domestic violence (Cho.,2010). In addition, domestic violence adversely

affects all family members including the perpetrator and victim, and has a particularly deleterious effect on their children.

Many studies have reported that children exposed to domestic violence exhibit a range of physical problems and psycho-social mal-adjustments ( Rosenberg & Rossman, 1990; Straus, 1991; Wolfe & Jaffe, 1991). These include psychological symptoms, such as headache, stomachache, asthma, gastric ulcer, stammering, enuresis, insomnia, melancholia, attempted suicide, mental illness, fear and sleeping rejection, as well as behavioral disorders such as school refusal, lowered school grades, aggressive and destructive behavior, kleptomania, violence and running away from home (Markward, 1997). Nevertheless, there is evidence suggesting that such a home is the first place where violence is learned According to practical research, many perpetrators of domestic violence have grown up in abusive homes themselves (O'keefe, 1988). Children exposed to domestic violence or have a specific experience of violence can display problems, such as, "fight in usual" or "difficulty in school life", and have a higher likelihood of violence toward their friends (Wolfe & Jaffe, 1991; Markward, 1997).

Although the effects of domestic violence towards children are great, there have been few empirical studies in Korea.

Overall, studies in Korea generally focused on fact finding, cause examinations and studies related to the wife as the victim of violence. Recently, some studies focusing on the perpetrator were reported. One study examined the impact of domestic violence on children and the effect of immediate intervention on parents, but the impacts of domestic violence on the children were not easily revealed (Kashani & Allan, 1988). Therefore, to overcome the limitation of previous studies in South Korea, the present study examined the influence of domestic violence on children as well as social work intervention and counterplans for prevention using practical data.

## **Theoretical Background**

**Concept of Children exposed to domestic violence.** Domestic violence is a conceptualized category of violence according to the relationship between the perpetrator and victim, and has a special feature in that both the subject and object of violence are in a close relationship, such as family members. Therefore, if we consider them based on the perpetrator and victim, there are some types of violence, including spousal battery, which is violence between the husband and wife, child abuse, which violence of parents to the children, parental abuse, which is violence of the children to their parents, and sibling abuse, which is violence between siblings.

In the patriarchal social-cultural environment of Korea, violence of husband to wife is the most frequent and is gathering strength as a serious social problem (Cho, M.S., 2010). Therefore, this article focuses on the effects of physical violence of the husband to his wife.

Several reports have shown that child abuse often accompanies wife battery (Suh & Abel, 1990) and a father who strikes his wife will often hurt their children (McCloskey, et al., 1995; Rosenbaum & O'Leary, 1981 a). Nevertheless, this study focuses on how witnessing the physical violence of the father to the mother affects their children, who are not themselves abused physically. In the present study, children who witness physical assaults by their father on their mother more than once or twice a month in a recent year are defined as "a children exposed to domestic violence".

**Concept of the harmful effect.** Achenbach and Edelbrock (1991) presented childhood and adolescence period adaptive problems by classifying them into internalizing problems, externalizing problems and social competence. Defining internalizing problems as doldrums, uneasiness, atrophy, body symptoms, thinking problems and attentiveness problems etc., they defined it as passively and socially internalized and over-controlled behavior. Externalizing problems were defined as externalized and over-controlled behavior, such as doing harm to another person as well as delinquent and aggressive behavior. In particular, in the case of children and youths in the growth process, it was reported that supplementing the weak points and using one's peculiar strong points has an equally important function to handling appealing clinical symptoms. Therefore, social competence, which is considered important, is defined as the degree of getting along with friends, 'Sociality' examines the relationship with their parent, 'Scholastic achievement' examines the degree of subject achievement and whether he or she has trouble in scholastic achievement, and 'Social activity' examines the group activities that the child participates in.

Kashani & Allan (1998) explained the effects on a child who has witnessed domestic violence by classifying them into internalizing problems, externalizing problems and social development. Fantuzzo and his associates (1991) also measured the psycho-social problems on preschool children exposed to domestic violence home by classifying them into internalizing problems, externalizing problems and social competence. Other scholars have presented research with the same or similar concept of psycho-social maladjustment (Markward, 1997).

Therefore, the present study examined the harmful effects on three operational definitions using the concept of Achenbach and Edelbrock, as follows:

- 1) "internalizing problems", which is passively and socially internalized and over-controlled behavior.

- 2) "externalizing problems", which is doing harm to another person or externalized and under-controlled behavior, such as aggressive behavior, fighting and delinquency.
- 3) "social competence", which is related to sociality and scholastic achievement.

The psycho-social maladjustment of children from abusive homes was classified into the following areas. First, it is important to understand this from a more synthetic viewpoint because the effects of domestic violence on children have multidimensional characteristics. Second, synthetic prevention and intervention from the overall viewpoint is needed in a social work approach.

## METHODOLOGY

**Model of analysis.** It is difficult to clarify the variables that have detrimental effects on humans. In particular, many variables can affect children both directly and indirectly because the harmful effects of exposure to domestic violence on children have multidimensional characteristics.

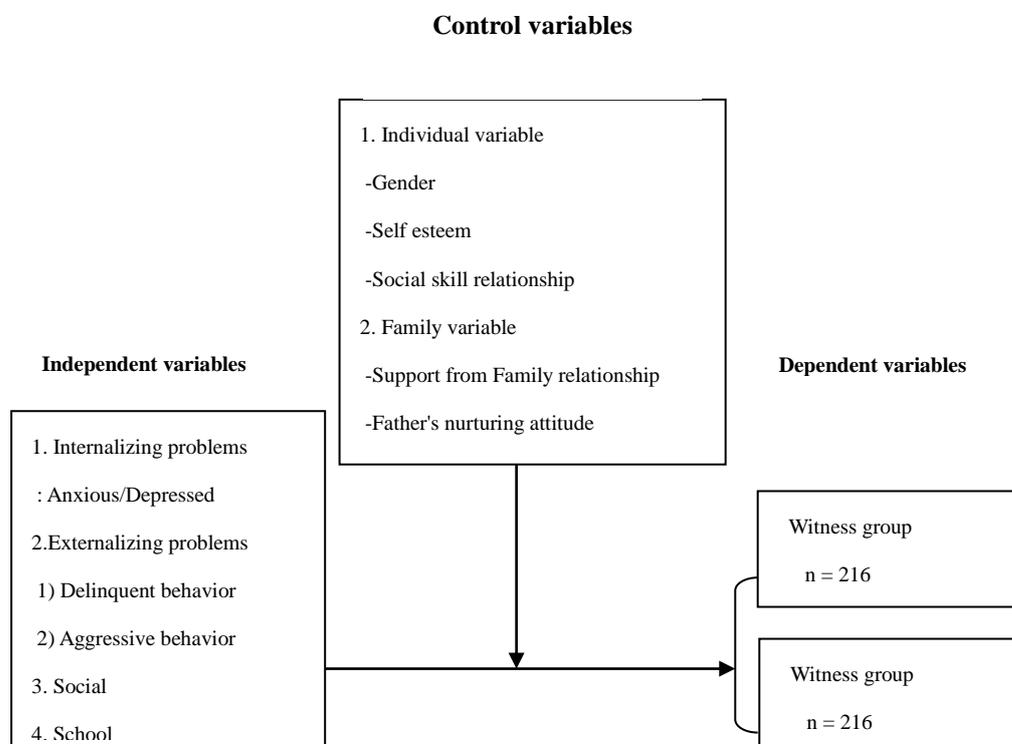


Figure 1. Model of analysis

Therefore, integrated viewpoint approaches are needed for children who have been exposed to domestic violence. Based on this, prevention and intervention to ameliorate the harmful effects on children needs to be pursued. Accordingly, the variables that affect the psycho-social maladjustment of children can be divided into three areas.

This paper presents an analysis model Figure 1 that compares children exposed to domestic violence and showed psycho-social maladjustment with those not exposed.

**Sampling.** This survey involved 1,335 students from 1<sup>st</sup> to 3<sup>rd</sup> grade of middle school in N ward of Seoul Korea, and 15,465 subjects, 6,158 households, receiving livelihood protection as of 2011, which was approximately 20%, the highest rate of subjects receiving livelihood protection in Seoul.

After excluding the non-responders to the Conflict Tactics Scale or generally insincere response data, 1,161 datasets for children exposed to and not exposed to domestic violence were used as the final data. In the second level, 216(18.6%) examples the 1,161 datasets were chosen according to a distinction standard selected by a researcher of children exposed to domestic violence (children who witnessed their father physically assaulting their mother more than once or twice in the current year). As examples of children not exposed to domestic violence, 97 of the 614(55.26%) examples, who marked all "nothing" in 7 items and conform to physical assault in Straus's CTS, were chosen randomly.

**Tools of measurement.** The Child Behavior Check List(CBCL) made by Achenbach and Edelbrock(1983) was used to measure the psycho-social maladjustment of the subject in this research.

**Statistics of analysis.** The data used in this study was processed by SAS/PC and analyzed using the following analysis methods. A chi-square and t-test were performed to determine if there is a difference between the children exposed to and not exposed to domestic violence as a background variable. Hierarchical regression was performed to measure the unique effect of children exposed to domestic violence only.

## RESULTS

**Features of general.** Table1 lists the traits of the exposed and un-exposed group included in the analysis.

Table 1  
Traits of statistics (n=313)

<b>Variable</b>	<b>Category</b>	<b>Exposed group N(%)</b>	<b>Un exposed group N(%)</b>	<b>t or X<sup>2</sup>(P)</b>
<b>Sex</b>	Male	107(49.5)	49(50.5)	0.026(0.873)
	Female	109(50.5)	48(49.5)	
<b>Age</b>	Average	14.3	14.4	0.45(0.65)
<b>School career of father</b>	College	60(29.7)	34(36.6)	12.422(0.006) **
	High school	100(49.5)	54(58.0)	
	Middle school	42.2(20.8)	5(5.4)	
<b>Economic</b>	High	32(14.8)	10(10.3)	6.792(0.034)**
	Medium	106(49.1)	63(65.0)	
	Low	78(36.1)	24(24.7)	
<b>Family</b>	Nuclear	203(94.0)	88(90.7)	1.089(0.297)
	Large	13(6.0)	9(9.3)	
<b>Father's religion</b>	Buddhism	59(27.6)	24(25.0)	2.176(0.704)
	Christian	41(19.2)	20(20.8)	
	Catholic	20(9.3)	10(10.4)	
	Others	4(1.9)	0(0)	
	Nothing	90(42.0)	42(43.8)	
<b>Mother's religion</b>	Buddhism	63(29.7)	23(24.0)	1.593(0.810)
	Christian	62(29.3)	31(32.3)	
	Catholic	22(10.4)	13(13.5)	
	Others	5(2.4)	2(2.1)	
	Nothing	60(28.2)	27(28.1)	

\* P < .05 \*\* P < .01

**The harmful effects on children exposed to domestic violence.** Hierarchical regression was performed to examine how seriously exposure to domestic violence affects children after controlling for all the variables that can influence the child's adaptation.

**1) Hierarchical regression of internalizing problems: Effect of Anxiety/Depression**

Table 2  
 Effect of Anxiety / Depression(Hierarchical regression)

Variable	step 1		step 2		Sig	R <sup>2</sup> change
	Parameter Estimate	T for H0: Parameter=0	Parameter Estimate	T for H0: Parameter =0		
INTERCPT	9.653	2.703	16.502	4.880	0.0001****	
<b>Individual variable</b>						
gender	1.358	2.049	1.434	2.369	0.0261*	
Self esteem	-0.207	-1.697	-0.169	-1.515	0.1308	
Social skill relationship	0.167	1.822	0.181	2.159	0.0317*	
<b>Family variable</b>						
Support from family relationships	-0.257	-2.541	-0.207	-2.236	0.2339	
Father's nurturing attitude	0.092	0.777	0.150	1.383	0.4505	0.1437
Mother's nurturing attitude	-0.133	-1.019	-0.090	-0.756	0.5906	
Level of family conflict	0.293	1.955	0.075	0.539	0.0185*	
<b>Societal-environmental variable</b>						
Friendship	-0.126	-1.490	-0.092	-1.193	0.7040	
Support of teacher	0.020	0.315	-0.023	-0.380	0.4254	
Risk factors of living conditions	0.535	2.123	0.187	0.798	0.1678	
<b>Exposure to domestic violence</b>			-5.097	-7.687	0.0001****	
R <sup>2</sup>	0.1486****		0.2923****			
Adj R <sup>2</sup>	0.1194		0.2655			

\* P<.05 \*\* P<.01 \*\*\* P<.001 \*\*\*\* P<.0001

**2) Hierarchical regression of externalizing problems. Effect of delinquent behavior.**

Table 3  
 Effect of delinquent behavior (Hierarchical regression)

Variable	Step 1		step 2		Sig	R <sup>2</sup> change
	Parameter Estimate	T for H0: Parameter =0	Parameter Estimate	T for H0: Parameter =0		
INTERCPT	6.263	3.810	8.844	5.502	0.0001****	
<b>Individual variable</b>						
gender	-0.625	-2.051	-0.596	-2.074	0.0459*	0.0955
Self esteem	-0.089	-1.593	-0.075	-1.417	0.1575	
Social skill relationship	-0.048	-1.143	-0.043	-1.082	0.2804	
<b>Family variable</b>						

Support from family relationships	-0.107	-2.301	-0.088	-2.005	0.0140*
Father's nurturing attitude	-0.047	-0.872	-0.025	-0.499	0.9160
Mother's nurturing attitude	-0.010	-0.169	0.006	0.106	0.3187
Level of family conflict	0.148	2.152	0.066	0.999	0.0390*
<b>Societal-environmental variable</b>					
Friendship	0.078	2.009	0.091	2.471	0.6264
Support of teacher	0.030	1.005	0.014	0.487	0.0374*
Risk factors of living conditions	0.364	3.141	0.233	2.091	0.6181
<b>Exposure to domestic violence</b>			-1.921	-6.096	0.0001****
R <sup>2</sup>	0.1560****		0.2515****		
Adj R <sup>2</sup>	0.1271		0.2232		

\* P<.05 \*\* P<.01 \*\*\* P<.001 \*\*\*\* P<.0001

### (1) Effect of Aggressive behavior

Table 4

Effect of aggressive behavior (Hierarchical regression)

Variable	step 1		step 2		Sig	R <sup>2</sup> change
	Parameter Estimate	T for H0: Parameter =0	Parameter Estimate	T for H0: Parameter =0		
INTERCPT	12.694	3.468	20.506	6.067	0.0001*** *	
<b>Individual variable</b>						
Gender	-0.078	-0.116	0.008	0.014	0.2305	
Self esteem	-0.356	-2.854	-0.313	-2.811	0.0053**	
Social skill relationship	0.130	1.382	0.146	1.738	0.0833	
<b>Family variable</b>						
Support from family relationships	-0.168	-1.623	-0.111	-1.201	0.1937	
Father's nurturing attitude	-0.033	-0.276	0.032	0.300	0.2156	0.1796
Mother's nurturing attitude	-0.198	-1.472	-0.149	-1.241	0.3426	
Level of family conflict	0.381	2.482	0.133	0.951	0.9890	
<b>Societal-environmental variable</b>						
Friendship	0.062	0.719	0.101	1.303	0.7509	
Support of teacher	0.069	1.023	0.019	0.318	0.3626	
Risk factors of living conditions	0.611	2.365	0.213	0.912	0.7643	
<b>Exposure to domestic violence</b>			-5.814	-8.773	0.0001*** *	
R <sup>2</sup>	0.1414****		0.3210****			
Adj R <sup>2</sup>	0.1120		0.2953			

\* P<.05 \*\* P<.01 \*\*\* P<.001 \*\*\*\* P<.0001

### 3) Hierarchical regression of social competence

#### (1) Effect of Sociality

Table 5

Effect of social (Hierarchical regression)

Variable	step 1		step 2		Sig	R <sup>2</sup> change
	Parameter Estimate	T for H0: Parameter =0	Parameter Estimate	T for H0: Parameter =0		
INTERCPT	2.776	4.108	2.476	3.543	0.0005** *	
<b>Individual variable</b>						
Gender	-0.376	-3.001	-0.379	-3.036	0.6574	
Self esteem	0.061	2.654	0.059	2.587	0.0102**	
Social skill relationship	0.037	2.127	0.036	2.097	0.0368*	
<b>Family variable</b>						
Support from family relationships	-0.006	-0.329	-0.008	-0.444	0.0001** **	0.0069
Father's nurturing attitude	0.031	1.383	0.028	1.270	0.4997	
Mother's nurturing attitude	0.018	0.751	0.016	0.676	0.8936	
Level of family conflict	-0.013	-0.474	-0.003	-0.134	0.0026**	
<b>Societal-environmental variable</b>						
Friendship	0.070	4.364	0.068	4.277	0.0286*	
Support of teacher	-0.029	-2.357	-0.027	-2.200	0.0804	
Risk factors of living conditions	0.069	1.463	0.085	1.755	0.2050	
<b>Exposure to domestic violence</b>			0.224	1.635	0.1032	
R <sup>2</sup>	0.2423****		0.2492****			
Adj R <sup>2</sup>	0.2163		0.2208			

\* P<.05 \*\* P<.01 \*\*\* P<.001 \*\*\*\* P<.0001

#### (2) Effect of school

Table 6

Effect of school(Hierarchical regression)

Variable	step 1		step 2		Sig	R <sup>2</sup> change
	Parameter Estimate	T for H0: Parameter =0	Parameter Estimate	T for H0: Parameter =0		
INTERCPT	3.009	7.276	2.374	5.854	0.0001*** *	
<b>Individual variable</b>						
gender	-0.102	-1.337	-0.109	-1.511	0.0263*	0.0773
Self esteem	0.053	3.804	0.050	3.754	0.0002***	
Social skill relationship	0.027	2.600	0.026	2.621	0.0092**	
<b>Family variable</b>						

Support from family relationships	0.029	2.513	0.024	2.233	0.1530
Father's nurturing attitude	-0.003	-0.234	-0.008	-0.660	0.0770
Mother's nurturing attitude	0.029	1.943	0.025	1.775	0.3325
Level of family conflict	0.102	-1.337	-0.109	-1.511	0.1320
<b>Societal-environmental variable</b>					
Friendship	-0.010	-1.038	-0.013	-1.433	0.0423*
Support of teacher	-0.018	-2.470	-0.014	-2.039	0.0047**
Risk factors of living conditions	-0.112	-3.853	-0.080	-2.850	0.5101
<b>Exposure to domestic violence</b>			0.472	5.946	0.0001***
					*
R <sup>2</sup>	0.2861****		0.3634****		
Adj R <sup>2</sup>	0.2616		0.3393		

\* P<.05 \*\* P<.01 \*\*\* P<.001 \*\*\*\* P<.0001

## CONCLUSION

Based on these results, intervention for the protection of children exposed to domestic violence can involve Micro, Mezzo and Macro approaches.

First, as verified by the outcomes of this thesis, a social group work approach can be attempted as a curing intervention in terms of <hypothesis 1> and <hypothesis 2> (Peled & Davis, 1995). Because anxiety, depression and aggressive or delinquent behavior are relatively more common in children exposed to domestic violence than non-exposed children, a concrete treatment plan involving a social work approach focusing on education and prevention can be attempted as a solving method (Peled & Davis, 1995).

Second, As <hypothesis 1>, <hypothesis 2> and <hypothesis 3> were proven in this thesis, a family therapy approach can be attempted. To implement family therapy for a domestic violence home, it is important to include the entire family - violent parent, nonviolent parent and children. At this time, domestic violence have to be assumed to be a family systematic problem and intervened at whole family system level. The decisive aspects for treating a family experiencing domestic violence include the whole family in problem solving training and conflict solving training. The objects of these training are 1) help the couple solve the conflict or communication problem, and 2) help the parents and children solve problems more flexibly. Moreover, a social worker as an adult with solving skills and a nonviolent attitude need to be used as a model to abusive homes (Giller, 1990).

Third, A more effective, community-link problem is important for solving the harmful effects on children exposed to domestic violence. The purpose of community

intervention in children from abusive homes is to confront quickly the harmful effects of domestic violence on children and prevent its advance on a community level.

In addition, an education program targeting school teachers will be needed to help schools deal with the effects of domestic violence on the children. These include "an explanation of the traits and reactions of children exposed to domestic violence", "keeper program for children from abusive homes" etc.. The psycho-social problems of domestic violence on children can be managed appropriately through these programs by linking up with the school teacher.

Fourth, Although, the problem of domestic violence is a social structural problem, discussing the individual difference in adaptation without structural intervention is only a temporary remedy. That is, post countermeasures and preventive policies by government are needed to prevent the harmful effects of domestic violence on children. The previous protective policy for children and adolescents in Korea was were mostly a post-preventive approach. On the other hand, post prevention is also important for children exposed to domestic violence, but in the long run, intervening at the point of prior prevention and protection is more important.

Therefore, a special law for the prevention of domestic violence must be publicized actively through community centers. Protecting children from the effects of domestic violence will require cooperation between community resources, such as police, religious bodies, school, hospital, women's organizations or community station. In addition, social workers need to link these human and material resources, organize them effectively, and change the distorted attitude and behavior of society toward domestic violence.

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## **PROBLEMS DURING THE IMPLEMENTATION OF GENDER MAINSTREAMING ON PRIMARY EDUCATION LEVEL IN EAST JAVA PROVINCE**

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### **Abstract**

The aims of conducting research on “Problems during the Implementation of Gender Mainstreaming on the Primary Education Level in East Java Province” were as follows: (1) to analyze the problems during the implementation of gender mainstreaming on the primary education level in East Java Province and (2) to explore the effort in overcoming the problems during the implementation of gender mainstreaming on the primary education level in East Java Province. This present study aimed at finding out effective solutions to the Problems during the Implementation of Gender Mainstreaming Policy on the Primary Education Level in East Java Province. The approach and design of this study were both qualitative and quantitative; therefore, the primary and secondary data were required. The subjects of this study were the problems in implementing Regulations of Minister of Domestic Affairs Number 15 Year 2008 which contains the public orientation in the realization of gender mainstreaming in some regions. There were three tools used in collecting the data of this study; they were observation, interview and documentation. The data were analyzed using root analysis (descriptive qualitative) and Gender Analysis Pathways (GAP) (quantitative) by using parity and disparity index. After conducting this research, it was found that the problems during the implementation of gender mainstreaming on the primary education level in East Java Province were derived from the emergence of gender inequity in quality indicator and relevance that comprised school dropout rate in elementary and junior high schools that harmed men, school retaking rate in elementary and junior high schools that harmed men, school graduation rate in junior high schools that harmed men. From the view points of accountability and education management indicators, there was gender inequity on the number of primary education teachers that harmed men; however, the number of junior high school teachers harmed women; the number of school principals in elementary and junior high school harmed women. Coping with these typical problems, various programs and policies have been done by the government to overcome gender inequity. Despite that fact, this study suggested that the role of government should be more intensive to be able to tackle the phenomena of gender inequity that still constantly happens in the primary education level in East Java Province.

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### **INTRODUCTION**

From the previous studies, it is shown that the education policies especially those that have strong relation to the equalization issue of access and primary education both for those relating to the Strategic Plan of Region Government of East Java Province and Strategic Plan of Education and Cultural Department of East Java Province 2005-2010, as well as the milestones 2006-2009, are explicitly based on the gender perspective. However, in fact, the implementation of gender policies which are designed and formulated by the education policy makers is not distributed equally particularly to the primary education from one regency/municipality to other regencies/municipalities in East Java Province. It is resulted from the limited

understanding and comprehension on the concept of gender, and thus gender inequity frequently occurred during the making up of the policy. There are some problems and challenges that are faced during the implementation of gender mainstreaming in primary education level. Those happened because of no priority and a better distribution on disseminating gender policy in primary education even though the efforts have been done through capacity building, publication, and so forth. It can be seen from the large number of regencies/municipalities which still have no gender working group, gender profile in education level especially for the primary education which also has not been completed with the selected data based on genders, communication, information and education (CIE). This problem arises due to the lack of funding, supporting facilities, and infrastructure as well as the vocal point of human resources at the regency/municipality level. These are all the reasons why gender inequity continuously comes about in education field (Handayani and Wahyu, 2012).

By and large, in formal education, it can be seen that there is gender equity on the aspect of education access and distribution. However, gender inequity was featured on the aspect of relevance and quality which harmed men whereas on the aspect of education accountability and management, gender inequity harmed women. Accordingly, the statements of problems were formulated as follows:

1. What are the problems during the implementation of gender mainstreaming on the primary education level in East Java Province?
2. What are the efforts to overcome the problems during the implementation of gender mainstreaming on the primary education level in East Java Province?

The purposes of this study are:

1. To analyze the problems during the implementation of gender mainstreaming on the primary education level in East Java Province
2. To explore the effort to overcome the problems during the implementation of gender mainstreaming on the primary education level in East Java Province.

## **THEORETICAL FRAMEWORK**

In Widodo (2007), it is shown that education policies especially those that have strong relation to the access and the primary education distribution issues both for those relating to the Strategic Plan of Government Area of East Java Province and Strategic Plan of Education and Cultural Department of East Java Province 2005-2010, as well as the milestones 2006-2009, have been explicitly based on gender perspective. However, in fact, the implementation of gender policies which are designed and formulated by the education policy makers is not distributed equally particularly to the primary education from one regency/municipality to other regencies/municipalities in East Java Province. It is resulted from the limited understanding and comprehension on the concept of gender, and thus gender inequity frequently occurred during the making up of the policy. There are some problems and challenges that are faced during the implementation of gender mainstreaming in primary education level. Those happen because of no priority and a better distribution on disseminating gender policy in primary education even though the efforts have been done through capacity building, publication and so forth. It can be seen from the large number of regencies/municipalities which still have no gender working group, gender profile in education level especially for the primary education which also has not been completed with the selected data based on genders, communication, information and education

(CIE). This problem arises due to the lack of funding, supporting facilities, and infrastructure as well as the vocal point of human resources at the regency/municipality level. These are all the reasons why gender inequity continuously comes about in education field (Widodo, 2007).

## RESEARCH METHOD

This present study used qualitative approach which was strongly supported by quantitative approach. It was conducted in East Java Province covering 38 regencies/municipalities. This study was done by examining the problems during the implementation of the policies to some Departments of Education in East Java Province which were selectively chosen through observation.

The source of primary data in this study was in the form of words. It was obtained from various informants comprising the heads of education department and the heads of institution who were responsible for gender in education department in regencies/municipalities, East Java Province. In addition, secondary data were also taken from the heads of Education and Culture Department, East Java, the heads of institution who are assigned to handle gender issues in education, and the principals of primary school.

This study was conducted by means of observing problems during the implementation of gender mainstreaming in regencies and municipalities across East Java Province. After obtaining the data, settlement analysis through the problems of gender mainstreaming was done. It was the same as what has been done on the primary education level in East Java Province. There were some instruments used in this study, such as (1) the researcher himself as the main instrument; (2) Interview guide which was in the form of open questions that enabled each question to expand in a more specific direction; (3) Field notes which were used to write down what were heard, seen, experienced, and thought for the purpose of data collection; (4) Recorder and handy-cam as tools to record the interview. In order to generate deeper additional information from the problems being investigated, it was way effective to conduct a deeper interview to some informants, like education policy makers in regency/municipality level, East Java Province. Data collection was done through observation, interview (including with the key informants), and documentation. The qualitative data about the problems during the implementation of gender mainstreaming in primary education level, East Java Province were part of the required data to collect, which could be analyzed through certain phases: (1) open coding; (2) axial coding; and (3) selective coding. Generally, this study used qualitative descriptive analysis approach which was supported by quantitative approach through root analysis to analyze the data. The result of data analysis in this study was presented in both formal and informal forms.

## RESULT AND DISCUSSION

**Problems during the Implementation of Gender Mainstreaming in Primary Education Level, East Java Province.** By means of parity and disparity index analysis in education level, the data and information describing the educational problems in East Java Province were collected. In general, in formal education, it can be seen that there was gender equity on the aspect of education access and distribution. However, gender

inequity was featured on the aspect of relevance and quality which harmed men whereas on the aspect of education accountability and management, gender inequity harmed women. On the quality and relevance education variable, there were some indicators that caused inequity which harmed men, namely on the indicators of school drop-out and school retaking rate. There were some factors leading to these cases. First factor was students' moving, that ordinarily happened, from remote areas to regencies as well as among regencies and municipalities. The second was that some of the students who went to Islamic School also had to work to earn some money in the same time whether in their hometown or in other places. The third factor was students' families, or poverty, which could not afford the cost of education. However, as a whole, the school dropout rate was still considered less in terms of number. Therefore, the government was much awarded on the success in the Sector of Education for All (EFA) within two categories, namely the improvement of educational quality and Early Education.

Gender inequity factor on school retaking rate that harmed men was resulted from the difference on gender trait between men and women. Generally speaking, women are firmer and stronger to go through education. This habit continuously happened until they faced National Examination (NE). Therefore, the result of NE was commonly much better for women than men. Besides, men had additional responsibility in the class; like being the chief of the class, the chief of group work, and so forth. It was because men were perceived to be more proper and powerful. These things distracted male students' focus and concentration in learning process and led to school retaking. In addition, actively taking part in social activities could also distract their concentration which resulted in the higher school retaking rate.

The students' graduation rate was the continuation of retaking rate which revealed that women are better in terms of education. It was also proven by the NE score which showed that women's scores were way higher and better.

The problems in elementary schools were very likely the same as in Early Education and Kindergarten in terms of the inequity on the number of teachers. Surprisingly, the number of female teachers was more than the male teachers in that level. The most prominent inequity went into Grade 1, 2, and 3. It was due to the admittance of more female than male teachers in almost all schools including Early Education and Kindergarten. From deeper exploration on the problems, it was found that the source of the problems was that the education system that produced prospective teachers, particularly in Primary School Teacher Education Department, was dominated by women. It was also the same as education system in the past, namely School for Teacher Training Education (known as SPG) which prepared more female than male prospective teachers although there was no difference for both men and women in terms of admittance policy in the university.

The contradictory case occurred in junior high schools with more male than female teachers. This inequity has been started since they were in universities in which the number of men who majored in Department of Teacher Training and Education was higher than that of women, especially for exact sciences. It continued to the admittance of teachers which were dominated more by men. This could be the proof that the society still view and consider that the subjects like sport, religion and exact sciences are more appropriate for men than women.

Another inequity problem also appeared in the more number of male school principals. Male teachers were more motivated to proceed with their career advancement on to school principal level. Mostly, vice school principals were also men.

In addition to the less-motivated female teachers to become school principals, religion and cultural factors encourage the idea that men have more power to be a leader. It is also another reason that weakens female teachers to achieve school principal level.

**Solutions to the Problems during the Implementation of Gender Mainstreaming on the Primary Education Level in East Java Province.** In order to arrive at goal in overcoming gender inequity problems during the implementation of gender mainstreaming on the primary education level in East Java Province, various policies and programs have been done by the government. There was an effort done to push down the inequity of school dropout rate that was to accommodate students through formal and non-formal education. Besides, many scholarships were also provided for destitute students to be able to continue their study in the school. Formal education includes Elementary School, Junior High School, Islamic Elementary School, and Islamic Junior High School; while the non formal education includes Equal Education and Islamic School. Another solution for the student laborers who worked in their home town was by disseminating Child Labor Prevention Program and Life Skill Education Program.

Another effort was also done to overcome gender inequity for the students who should retake their study by giving more flexible education system that was the availability of non formal education which was useful for the students who had difficulties in managing their time between studying and working. However, if it happened because of the family's factor, a deeper exploration was needed to find the solutions. Besides, intensive guidance was necessary to give motivation and additional knowledge to the students. There are also many Centers of Society Learning Activities in every district to accommodate these typical students.

For gender inequity on student graduation, long term solution was by establishing POSYANDU (Integrated service center for pre- and post-natal health care and information for women and for children under five) and Early Education which became the main priority to arrive at goal to produce more qualified and competent students. While the short term solution was by using supervisory book—a kind of diary book or note book to monitor the students' development which is surely important for teachers. It is essential especially for the Elementary School level as it is the basis for the future betterment. In addition, parents are also responsible for their children's achievement in education which is not only obtained in the school but also at home.

For gender inequity on the teachers' number in the elementary and junior high schools, a good mapping was needed in all schools by looking at gender composition of teachers to be able to make the equal need of teachers in terms of gender. This must be done by the schools themselves because they know the actual situation and the need of teachers. Gender libration can be done together with the recruitment of teachers. Another solution was that the rotation of teachers was needed to balance gender as what have been done in Surabaya—one of the municipalities in East Java Province that made an attempt through rotation based on gender. The problem that existed through the rotation system was to change the school culture. The schools which are already in a good quality, having a number of qualified teachers yet having bias in terms of gender, would become problematic when some of the teachers should be moved to other schools.

To overcome gender inequity in terms of the number of school principals, an effort was proposed to equally balance gender (an affirmation form) in a way of making

rules and regulations which will be beneficial for female school principal candidates. Another affirmation form was on the structure of position in a school particularly in junior high schools that provided chances for women to take a role. This could be done successively, starting from giving women a big chance to be vice school principals, so that in the future, the number of female school principals would increase. In addition, female teachers were also provided with a big chance to be heads of some strategic positions to handle school affairs, but still keeping this affirmation policy in a balanced way.

## CONCLUSION AND SUGGESTION

### Conclusion

1. The problems during the implementation of gender mainstreaming on the primary education level in East Java Province were derived from the emergence of gender inequity in quality and relevance indicator that comprised school dropout rate in elementary and junior high schools that harmed men, school retaking rate in elementary and junior high school that harmed men, and school graduation rate in junior high schools that harmed men. On the accountability indicator and education management, gender inequity happened in which the number of elementary school teachers harmed men; while the number of junior high school teachers harmed women. However, the number of school principals for both elementary and junior high schools harmed women.
2. Various policies and programs done by the government included affirmative action as an effort to overcome the problems during the Implementation of Gender Mainstreaming on the Primary Education Level in East Java Province that took side on women.

### Suggestion

The government's role should cover bigger parts and be more intensive to overcome gender inequity that happened on Early Education in East Java Province.

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## THE DEVELOPMENT OF STORY TELLING MODEL AT KINDERGARTEN (RESEARCH DESIGN)

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### Abstract

This research aims are Analyzing and identifying the problems in applying story telling for kindergarten children of 5-6 years old recently. Education is very urgent for the 5-6 years Kindergarten students in order to develop multiple Intelligences, gifted potencies. Based on neurological study, according to Berk (2006:182), infant brain develops very rapidly at the early years of his/her birth, which produces trillions of inter-neuron bonds exceeding his/her needs. The bonds are reinforced by many psychological stimuli and the unreinforced ones will get antrophy, which in die (disfunction). The function of education for the golden age kindergarten students are not only to provide learning experiences but also to function to optimize the development of his or her capabilities of intelligent. Related to it, some efforts to stimulate his or her brain development is needed one of which is that to develop his or her language development based on his or her characteristics through the use of story-telling technique. The research design applies the steps suggested by Borg & Gall (1983:775):1. Research and information collecting, 2. Planning, 3. Develop Preliminary Form of Product, 4. Field Testing and product revision, 5. Final Product Revision, 6. Dissemination and Implementation

**Keywords:** *Kindergarten, language development, story telling*

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### INTRODUCTION

Education is very urgent for the 5-6 years Kindergarten students in order to develop *multiple Intelligences*, gifted potencies. Based on neurological study, according to Berk (2006:182), infant brain develops very rapidly at the early years of his/her birth, which produces trillions of inter-neuron bonds exceeding his/her needs. The bonds are reinforced by many psychological stimuli and the unreinforced ones will get antrophy, which in die (disfunction). The function of education for *the golden age* kindergarten students are not only to provide learning experiences but also to function to optimize the development of his or her capabilities of intelligent. Related to it, some efforts to stimulate his or her brain development is needed one of which is that to develop his or her language development based on his or her characteristics through the use of story-telling technique.

Linguistic intelligence is a thinking potency to use words as smallest units of language to express one's ideas, feelings, thoughts to others either orally or in written. Linguistic intelligence involves four skills: listening, speaking, reading, and writing. For kinder garten students, listening and speaking activities are more dominantly used since at this age they cannot read and write yet. Pre-school children more dominantly speak and use speaking to explore their worlds. These are in line

with their egocentric characters. They are fond of speaking to tell their experiences and of asking questions about things. For them, speaking ability is their strength and gradually they will develop their understanding about themselves and others. Therefore, their egocentrism will disappear. This stage is called critical period i.e. a time when their growth will be influenced by their environment. Thus, they will learn a language more easily because their brain develops optimally.

Related to the above characters of pre-school children, efforts to stimulate their brains are needed. One of them is by stimulating their brain development through story-telling since they cannot read and write yet. An education expert points out that 80% of learning processes are conducted through story-telling. The success of using story-telling techniques for 5-6 year-old children at kinder gartens cannot be separated from educators' competencies in transmitting cultural messages and moral values of life through the children's understanding the meaning and intention of a story. This indicates that when a story-telling process happens, they do a series of cognitive and affective activities, starting from comprehension, interpretation up to inference toward the moral values of the story.

The implementation of story telling activities recently has not appropriate with the characteristics of language development of children age 5-6 years old as stated by Ministry of National Education (2010:11). However if those components are implemented through telling a story in kindergarten it is assumed that children's language development will improve, they will be able to communicate fluently in spoken language, their vocabulary will increase, and they will know the symbol of sound and alphabet which give contribution to pre reading and pre writing stages. Moreover, some language components as suggested by Berk (2006:354) such as phonology, structure, vocabulary, semantic and pragmatic are still neglected so the story telling activities in kindergarten is not interesting and not really fun for the children.

In fact, it was identified that the application of story-telling technique for the 5-6 years-old kindergarten children: 1. is not yet in line with their language development characteristics, 2. the teachers are not competent enough to develop the students' language, 3. in applying the technique there is no manual yet.

The purposes of this research are: 1. Analyzing and identifying the problems in applying story telling for kindergarten children of 5-6 years old recently. 2. Designing development model 3. Testing the effectiveness of applying development a model design. 4. Evaluating the result of trying out the implementation of development model. 5. Making a guidance book of development model.

## **Review of Related Literatur**

The principles of language teaching to childrens of Gestwicki (2007: 323) are: 1. language teachers gives respond to children communication, 2. language teachers models the speech, 3. language teachers simplify utterances, 4. language teachers expand children's effort, 5. language teachers link words with actions, 6. language teachers correct indirectly, 7. language teachers encourage speech, 8. language teachers sing, recite, play games, 9. language teachers read books, lots of books.

The characteristics of children language at 5-6 from the social aspect is proposed by Bronson (1995: 86) that 1. Children are in social playing means that they are interested in playing the role in group. 2. They are interested in book and enthusiastic in listening to the story telling. 3. From the sentence structure; the pronunciation and

vocabulary at this age is developing because they have known the basic rules of communication and used various abstract words. 4. Children can produce correct sentence and have  $\pm$  2.500 vocabulary. 5. Children can adjust to conversation. 6. Children can communicate and solve the conflict in their social life.

According to Ministry of National Education (2010:7), the characteristic of children language development at 5-6 are 1. They can speak using simple sentence consist of 4-5 words. 2. They can do three oral command in sequent and correctly. 3. They are happy to listen and retell the simple story in sequent and easy to be understood. 4. Mentioning the name, gender, age, other people's call name (friend, older sister and brother, little sister and brother or other relatives). 5. They understand the types of questions using *what, why, and how*. 6. They can give questions using *what, who, and why*. 7. They can use the preposition such as *outside, inside, above, under, and beside*. 8. They can repeat children songs and sing a simple song. 9. They can answer the telephone and deliver the simple message. 10. They can play the role and do not dominate in conversation.

Rita and Francis (2007:58) state that the classroom activities for preschool to language development are; 1. Clay play, 2. Feel and texture, 3. Thumb and finger printing, 4. Tearing and sticking, 5. Paper crumpling and twisting, 6. Origami, 7. Object talk, 8. Picture talk, 9. Fieldtrips, 10. Cooking experience, 11. Rich teacher talk, 12. Composing prayer, 13. Telling a story, 14. Preparing and telling a story, 15. Using books, 16. Poetry, 17. Sharing time and group discussion, 18. What do you see, 19. Asking and explorer, 20. Dramatization, 21. Environmental print activities, 22. Environmental print show and tell, 23. Nursery rhymes, jingles, and foreplay, 24. Phonological awareness activities, 25. Alphabet activities, 26. Read aloud, 27. Literacy centre, 28. Activities centre, 29. Using newspapers in classroom, 30. Promoting literacy by designing early childhood environment.

Classroom activities to development of children's speaking based on Jalongo (2007:119) are consisted of: 1. Dictated story, 2. Group discussion, 3. Interviews, 4. Co-playing, 5. Creative dramatic, 6. Reenactment of imaginary scenes and everyday events, 7. Role playing solutions, 8. Presenting a puppet show, 9. Dramatizing a portion of story, 10. Narrated theater, 11. Scripted drama, 12. Sound amplification, 13. Say something about.

Activities to teach traditional story elements according to Jalongo (2007:141) are consisted of : Setting: Where does the story happen? Activities; make a mural of setting or scenery/backdrop, create shoebox diagrams of the settings, change the setting of the story, such as an urban version of a farm story, image what would happen if the environment changed, Characters : Who is the story? Activities; do a character contrast the compares good/bad characters, transform a character, create colorful mask for each character. Plot: What happens in the story? What evens occur? Activities; make a story map of character's travel, change the story sequence by writing a prequel or sequel, make a diagram of the character's actions. Theme: How is the story written? How does the author use language? Activities; change the moral of the story in a folktale or fable, try to represent the theme through music or art, make a "tall tale" into a "small tale" that tells about ordinary deeds. Style: Why was this story written? How does the author use language? Activities; try to follow the author's lead and imitate the author's style, list key words that contributed to the author's style, find another author with a similar style.

The characteristics of children's story according to Cullinan (1989) consist of 1. Setting, place, and the condition that support the process of telling the story, 2. Point of

view is the center of telling the story of the author, 3. The actor in the story is a personality or character which is illustrated in the process of storytelling, 4. Plot is the flow of children's story is very simple; forward plot, 5. Theme is the core of story such as honesty, love, faith, love to parents, and social care, 6. Trusteeship is the moral message in the story, 7. Language in the children's' story uses short and simple sentence.

How the brain processes stories? is proposed by Jalongo (2007:135) are: Getting the gist; 1.Experienced storytellers distill all the events into the essence of experience. What is considered important in the story may change as our lives change, often in unanticipated ways. Stories are told and retold.2.Novice storytellers can easily miss the meaning and become so caught up in relating event after event that it is difficult for the listeners to see the point of the story. Sequencing the activities; 1.Experienced storytellers realize that it is important to arrange story events in ways that make sense. The most common ways of organizing material are chronologically, in order of important (from first to last in priority) or procedural (step-by-step).Each even triggers the memory of what happens next. 2. Novice storytellers have difficult adapting information to the need of the listener. Inexperienced storytellers are less aware of their listeners' needs for background information. Filling the story; 1. Experienced storytellers use particular items as "books" for material so that can remember the various parts of the story. When retelling the story of: "The Three Bears" for instance, a visual image of three books, chairs, and beds might serve as the trigger for remembering the entire story. 2. Novice storytellers are less adept at selecting ways to remember the story. They may lose their way while attempting to tell the story, drift from the story into their own experience, or simply give up on completing the story. Telling the story; 1. Experienced storytellers have access to a variety of storytelling practice that the mood and draw listeners in, such as varying their voice, using gestures effectively, using familiar story language and building suspense or surprise. They also have sufficient confidence to improve the parts of the story that they have not memorized.2. Novice storytellers have less experience with the strategies of storytelling and may find their listeners growing impatient. Amplifying the story: 1. Experienced storytellers interject their own style into a story. They choose credible details add bits of dialogue, and continue to refine their story during subsequent telling. 2. Novice storytellers may rely on repetitive phrases to fill in while they are trying to remember their story. Their storytelling is less fluent and may be directly copied from someone else, rather than expressing their own style.

There are several things to consider when sharing stories is proposed by Jalongo (2007:144): Appropriateness, match the story with the conceptual level of audience. Quality, a story should be worth the time that you will have to invest to learn it. It should have a compact, action-filled plot with a clear sequence of events. Presentation, plan to capture the children's interest immediately. Figure out the story to be adapted, changing the tempo, the tone and pitch voice, use facial expressions and hands gesture for dramatic effect. Participation, consider where the children might chime in or where you might ask a question. Practice, know the story and story and practice telling it until there is no change of your forgetting it.

Jalongo (2007: 148) state Story reenactment guidelines consist of : Choose a story that you and the children already know star with a very simple story. Ask the children to generate a list of characters in the drama, and make a chart of all the name of the children who want to play a particular role. Do not limit children's imagination by

type casting. If there is a role that no child selects, play it yourself and put your name on the chart. Instruct the children who are not dramatizing that they are the audience, make it clear that their role is to be attentive listeners. Use minimal props and costumes. Take the role of narrator yourself, and model for the children how the narrator keeps the story. When the story is finished, lead the audience in applauding the efforts of all the characters. Perform the drama again, as long as children's interest is maintained.

According to Ministry of National Education (2010:13) the manual of learning for children's language development in kindergarten is conducted through story telling activity. Story telling, in the context of early childhood learning activity, is aimed to develop children's language competence by listening and retelling the story in order to train their skill. The activity of telling the story is conducted through story telling activity. As stated by Bachri (2005:10) that story telling is a method to give an experience to children which is given in spoken by telling the story to them.

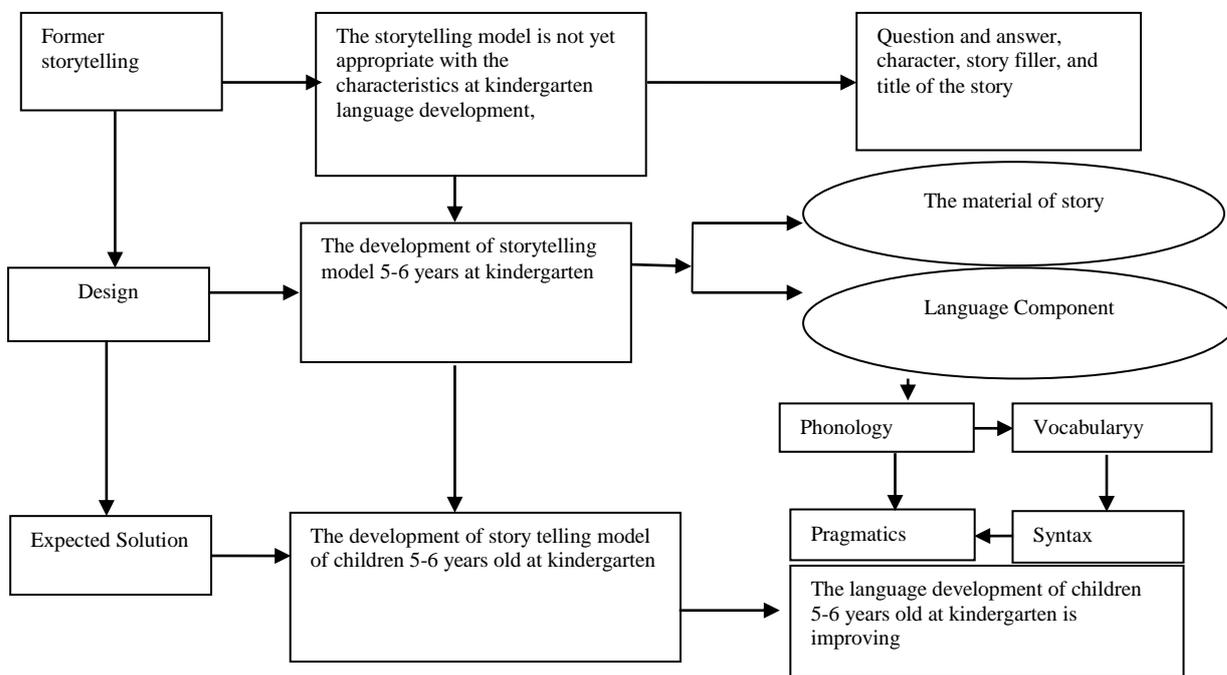
Moreover, Bachri (2005:10) states that story telling activity is aimed to improve children's language domain by developing the skill and competence in; 1) listening. 2) reading. 3) Association. 4) Expressive. 5) Imaginative. 6) logical thinking. It is related with constructivist that children develop their knowledge in engaging with the environment. Therefore, they should have language competence which is stimulated through story telling activity. Besides nonfiction story, fiction also tells about actual condition or evidence wherever it is happened as a reflection of life.

It is supported by Musfiroh (2005:52) that story telling has several benefits for children's early learning: 1) story telling is a learning model for character building which can be absorb easily. 2) Story telling is integrated with other aspect of language skill such as; listening, speaking, reading, and writing. 3) story telling gives children a freedom to develop their emphatic and sympathetic feeling to surroundings and build their social emphatic. 4) Story telling gives an example of problem solving. 5) Story telling can be applied in real life situation. 6) Story telling gives positive effect to children's psychology in understanding others and in building a relationship to teacher as parents at school. 7) Story telling arises children's eagerness and knowledge to be more creative and imaginative children.

The Evaluation of teaching learning at kindergarten as stated in Ministry of National Education (2010: 8) is applying based on children's growth and development and guidance book of children's work using various assessment technique which is integrated with teaching learning activities. It is also strengthen by Children Resource International (CRI, 1997: 99) that the form of assessing children's learning activities is conducted through: 1. Observation, 2. Performance assessment, 3. Portfolios. In relation to the statement above, the assessment of developmental model of story telling in this research used observation, performance assessment and portfolios. Meanwhile, the criteria of telling the story to children used Bromley (1992: 314) concept about fluency, clarity, and intonation.

**A Conceptual Framework**

The Development of Story Telling Model to the Children at Kindergarten



**METHODS**

This research belongs to a research and development (R&D) because it will yield a product. The research design applies the steps suggested by Borg & Gall (1983:775) those are: 1. Research and information collecting, 2. Planning, 3. Develop preliminary form of product, 4. Field Testing and Product revision, 5. Final product revision, 6. Dissemination and implementation.

The population of the research is the teachers and the students of 5-6 years at kindergarten in Padang. The sample was taken by applying purposive sampling technique (Richey,2007:88). To decide the number of the sample, the technique as proposed by Solvin was used (Siregar, 2010:149).

Instrument in collecting the data taken from children’s assessment and recording the data systematically as stated by Gestwicki (2007: 389) 1. teachers observes children’s direct and natural observation without intervening and activity in real learning times, 2. Performance assessment, assessing the children in doing the activity that can be observed, 3. Portfolios, Portfolios may contain a collection of representative work of children that give an illustration of their progress and achievement or other developmental aspect.

The data of this research is consisted of process and product. The data process are taken from the observation and interview which is analyzed using statistical analysis

with tabulating technique by calculating the total score, average score, ideal score, and respondent percentage by using Arikunto (2002) formula; level of achievement =

$$\frac{\text{Average Score}}{\text{ideal score}} \times 100\% \text{ with category of } 90\%-100\% \text{ (very good), } 80\%-89\% \text{ (good), } 65\%-79\% \text{ (low), } \leq 54\% \text{ (very low).}$$

The data from effectiveness product testing is the score of trying out the preliminary product and final product by using statistical descriptive; homogeneity and normality test. Homogeneity is used to find out whether the variant of data  $S_1^2$  is homogeneity Chi quadrant  $X^2$  formula (Sujana, 2005:62). Normality test is used to analyzed whether the data is normally distributed by using Kolmogorof-Smirnov of SPSS 12.0 and  $t_{\text{test}}$ . Both formula are used to find out the effectiveness of using Telling a Story Model toward children's language development at the age of 5-6 year old at kindergarten school. To find out the final data the researcher compared the preliminary data, try out, and final data.

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## **EXPERIENCES OF OFW CHILDREN STUDYING AT TRINITY UNIVERSITY OF ASIA: PERSPECTIVE-REFERENCED-BASED FRAMEWORK FOR PROGRAM ENRICHMENT**

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### **Abstract**

This is a phenomenological study on the experiences of selected OFW children. The study aims to provide basis for the enhancement of the existing program of the University for children of OFW parents. Six themes emerged from the reflections of the narratives of the children, namely, separation is difficult process; parental love by “proxy”; life is a kaleidoscope; pain management; chasing growth and maturity; and cry for support. The narratives voice out the children’s cry for a need which they feel but could not express in words nor articulate in a manner which everyone can easily understand. The children feel a sense of inadequacy. They believed that a missing element has been torn or broken from their selves when their parents left hence they desire to become whole again. The children do not blame their parents as they assume the responsibility of fulfilling their basic needs in order to survive. The process of being “parents” to themselves have left an emptiness in their being. The children could not name exactly what they want but they sense that there is a “gap or a void” in their lives- an unnameable construct that needs to be understood, interpreted and recreated in order for the them to feel whole again. The results of the study led to the crafting of a framework for program enrichment for the OFW children with the intention of serving as the guiding path that shall best fit their development and ultimately lead to their holistic growth.

**Keywords:** *phenomenology, OFW children, experiences, pain, separation, brokenness*

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### **INTRODUCTION**

Why do some Filipinos become migrant workers? For these people, migration is the solution to alleviate poverty. This scenario is not only in the Philippines but, even across the world. In this study, the definition of “migrant worker” is anchored on the definition formulated during the United Nations Convention on the Protection of the Rights of All Migrant Workers and Members of their Families; thus, a migrant worker is an individual who is engaged in a remunerated activity in a country of which he or she is not a national.

A number of Filipinos working abroad send money to their families to alleviate their economic condition. Children who temporarily stopped from their studies were able to go back to school. The daily needs of the family are readily addressed. Some families who are blessed with bigger remittances can afford to provide themselves with the comfort that only money can buy such as a house and lot, a car, to name a few.

From the foregoing accounts, the overseas Filipino worker phenomenon clearly has its economic advantages, but its emergence is feared to have a long-term effect on family dynamics in the country. A study (cited in Padua, 2008) revealed that while OFW parents and working mothers help improve the economic status of Filipino

families, the absence of a parent or parents have resulted to children who have issues or problems not only with themselves but with their organic environment. This study was undertaken to determine how children deal with the absence of their parents and how the school may help these children.

## METHODOLOGY

Sixteen (16) OFW children were the participants of this study. The necessary ethical considerations were taken in the conduct of the study. The study used phenomenology as both a research design and method. It did not claim any generalizability with other similar situations. An inter-subjective resonance may help validate the findings of the study.

**The phenomenological process.** The study used the phenomenological approach, a human approach to understand human beings and their social reality. At the heart of this approach are the participants of the study or co-researchers guided by the questions posed by the researchers in their recall and reflection of the phenomenon under investigation (Ramirez, 1967; Creswell, 2007). Identifying the co-researchers; gathering the descriptive accounts; reflecting and finding common themes ; and doing the analysis and interpretation that gave meanings to the themes and connecting them to available theories were the procedures carried out in the completion of the study.

## RESULTS AND DISCUSSION

Six (6) themes emerged from the reflection of the stories of the children.

**Separation is a difficult process.** Separation in this study refers to the physical absence of the parents when the children are growing up. Most of the co-researchers, expressed that their separation from either mother or father was a painful process. The effect on the children left behind for any reasons may seemed to be the same, but in the study of Liu, Li, and Ge (2009) the anxiety and depression experienced by the children from separation from parents, appeared to vary according to the form of separation. This means that the return of the parent does not alleviate the pain felt by the children.

**Parental love by “Proxy”.** Care has been provided by people other than parents. In the Philippines, it is a norm that parents need to be at the side of their children during the years of growth and development. Child rearing is the most important role of parents which can only be made possible through daily routine of intimacy. This involves a great deal of spending time together in the intimate space of the home (Parrenas, 2006). But for the children of OFW parents, parental love came from other people. Some were able to love the children while there were some who were not love. Regardless of whether they were loved or not, the children cry out for the love of their parents.

**Life is a kaleidoscope.** A kaleidoscope shows myriads of colours and shapes. No turn of the kaleidoscope can replicate the play of colours. Each turn presents different patterns of colour and shapes. Like the kaleidoscope, children of OFW parents experienced varied and myriad emotions which they would never experience if they are living with their parents day-in-day-out.

**Pain management.** One of the dominant themes that emerged from the narratives of the children is the need for them to manage their emotional pain. Liu, Sun, Zhang, Wang and Gao (2010) concluded that children of absent migrant parents are likely to experience intense loneliness compared to the children whose parents are with them. How do the children manage the pain caused by the absence of their parents? They do it by diverting their attention to their studies. But there were some who find it difficult to manage their pain and instead ended up “wallowing” in misery. How would one know whether a child can deal with the absence of his/her parents? Is there a formula and do the children know the formula?

**Chasing growth and maturity.** Listening to the stories of the children, the researchers could not help but feel that the children became adult in so short a time. That is, if adulthood means assuming responsibilities which the parents, usually do.

**Cry for support.** These children looked for support. They seek it from their relatives, friends, religious organization and teachers while, there are others who bear their problems by themselves. However, in the context of the children’s situation, the school and its people become home to the children. This corroborates the findings of Luo, Gao and Zhang (2011) that the interpersonal relationships of children with their teachers and classmates have a significant impact on the emotional well-being of adolescents with absent parents.

**Eidetic Insight.** The children’s narratives point to a need which they feel but could not be articulated neither expressed in words nor in a manner one can understand. The children need to survive without their parents; there is a mask they need to wear to manage their lives and continue to live without their parents. They carry with themselves emotional and physical devices which enable them to live with their lives sans their parents. However, as they continue to live without their parents there exists the voice for gnawing in their being to be satisfied. There is a sense of inadequacy, the missing elements which have been torn or broken and they feel they have to fill up. The children could not name what exactly they want but they sense the “gap or a void” in their lives- an unnameable construct that needs to be understood, interpreted and recreated in order for the OFW children to feel whole again.

**Perspective- Referenced –Based- Framework for Program Enrichment for OFW children.** The human person is the core of the enrichment program. A human person is not just mind and body. He is corporeal and ethereal; sentient and rational; flesh and spirit. A human person is a ‘universe’ – a whole albeit a partial whole, is multifaceted with each facet overlapping the others making him dimensional and yet, always whole. It is in this context, that if one wants to address challenges of the OFW children, their development should not come in piecemeal but in a symmetrical consideration of all the facets that make their wholeness. These dimensions should address the physical, social, emotional, environmental, economics, spiritual, cultural and even political. The proposed framework used the tri-fold approach: **Caring, Healing, and Educating.** These three major aspects are integrated to ensure a holistic human being.

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## CONCEPT, DIMENSIONS AND SOURCE OF EMERGING ADULTHOOD: REVIEWING THIS PHENOMENON AMONG MALAYSIAN YOUTH

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### Abstract

Emerging Adulthood Theory was introduced by Arnett in the year 2000 as a new concept to describe a new stage of life between the ages of 18 to 25. Hence, this concept paper aims to discuss briefly the concept, dimensions and source of Emerging Adulthood. Past literatures have referred the 20's as youth, late adolescence, early adult or groups of people who are in the transition to adulthood by the scholars. However, in his argument, Arnett mentioned that this transitional period is prolonged and no longer called as a transition. Research on emerging adulthood has been widely conducted in the western countries and only two countries in Asia which is China and India. Emerging adulthood phenomenon is not a universal period of human development and is a characteristic of culture rather than countries, therefore Arnett pointed out the need to conduct this research in a diverse culture in different countries to extend and improve this newly emerged theory.

**Keywords:** *emerging adulthood, young adult, transition to adulthood*

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### INTRODUCTION

Views on the transition to adulthood are very subjective and this view arises from the cultural aspect. When does a person reach adulthood is different among countries. In developed countries, transition to adulthood can be prolonged compared to less developed and traditional countries. Moreover, other aspects such as the geographical position and urban/rural areas also affects the transition to adulthood in a particular country. A traditional marker of the transition to adulthood is marriage, complete education and parenting. Marriage is often a marker of adulthood in non-western cultures (Schlegel and Barry, 1991). There are a number of domains that can be identified as a significant marker for the transition to adulthood, such as biological or attributions related to age, social attribution (specific transitional role and family capabilities), parenting and psychological markers (separation and the process of "individuation").

The topic of transition to adulthood has become a major attraction of the members of academic researchers in the west. A term was introduced by Arnett (2000) for the age group between 18 to 25 years, this period is considered as a "distinct period" referred to as "Emerging Adulthood". In essence, this is the time period in which an individual is thought that he is no longer adolescents but not yet reached adulthood.

Arnett (2000) concluded that the majority of young people aged 18 to 25 years do not believe that they have reached adulthood, while the majority of people in their 30s believe they have reached adulthood as a whole. Emerging adults only exist in a culture in which young people are allowed to defer the inclusion of the role of adulthood, such as marriage and parenthood until their age at least in the mid-20s (Arnett, 2000), which exists mainly in the industrial society. There are many studies on the theory of Emerging Adulthood were conducted in various countries with different cultures, such as America, England, Argentina, Turkey, Austria, Israel, India, China, Romania, Canada and the Czech Republic. Each country contributed findings and different perspectives on emerging adulthood, most studies agreed that the theory of Emerging Adulthood introduced by Arnett (2000) is a character of a distinct period of life. According to Arnett, the development and diversification of Emerging Adulthood in different countries and cultures around the world will result in important and interesting topics in the emerging scientific field such as Emerging Adulthood.

**Emerging Adulthood Concept.** In the current modern industrial age, adulthood is no longer marked by transition events such as marriage and parenthood. Arnett (1998) in his study on the conception of the transition to adulthood found that young people no longer assume that marriage and other events such as finishing school and got a job as a criterion to adulthood. Three criteria are repeatedly mentioned by young people as necessary to achieve adulthood is to accept responsibility of the individual, have the freedom to make decisions and become financially independent (Arnett, 1998). This suggests that the criteria for becoming an adult have generally shifted from external to internal events (Arnett, 1998).

According to Arnett (2007), after the introduction to the theory of emerging adulthood in the year 2000, it has been applied interdisciplinary and not just focus on psychology alone, which including psychiatry, sociology, anthropology, education, epidemiology, health sciences, human development, geography, nursing, social work, philosophy, pediatrics, family studies, journalism and law.

An emerging Adulthood theory is a framework that recognizes the transitions to adulthood is now showing a long period and is considered not as a transition period anymore, but as an area in the course of human life (Arnett, 2007). Figure 1.1 below shows an accurate picture of the configuration of emerging adulthood.



**Emerging Adulthood Dimensions.** Arnett mentioned that a young person aged 18 to 25 years is in a period between adolescence and adults, which is called Emerging Adults (Arnett, 2000). There are five dimensions in emerging adulthood, which are (i) Identity Exploration, (ii) Age of Instability, (iii) Self-Focusing Age, (iv) Feeling "In-Between", and (v) Age of many Possibilities.

**Identity Exploration.** Erikson (1950, 1968) claims that identity exploration is a task of adolescence. There are three pillars of identity which are love, work and

ideology. The exploration continued from adolescence and become more actively carried out when they reach emerging adult. According to Arnett (2004), young people who are in a period of emerging adult always asking themselves questions regarding the aspects of identity which are difficult to answer: "Who am I?", "What job do I like?", "how do I find the fulfillment and satisfaction in my career?"

During emerging adulthood period, young people changing partner quite often because they are actively looking for romantic partner that fits. In romance, emerging adult will explore what personality suits them. Similarly with employment, emerging adult often rotate jobs because they want to find self-satisfaction. Unlike adults aged 30 years and above, these people often have achieved stability in terms of employment and many have settled into marriage.

For the exploration of ideology, the emerging adulthood is a period which young people explore their value and beliefs without being influenced by anyone. An important part of becoming an adult is resolved beliefs and values independent of their parents, because they perceived in making such decision is an important part of identity development (Arnett, 2006). Because many of the emerging adults are the university students, living on campus can change their view of the world. Prior to that, their values and beliefs are mainly influenced by their parents. In exploring their identity in relation to the world view, emerging adults will determine the differences and similarities of their belief of their parents (Arnett, 2006).

**Instabilities.** The second criterion is the aspect of emerging adulthood is instability in relationships, work and living conditions. This second aspect is said to be one of the premises in the emerging adulthood that is difficult to study (Patterson, 2012). At the age of 18-25 years, young people moving to other places more frequently than other age groups in their lives. The first move out is when entering college or university. Most emerging adults will live in a hostel or renting a house with college friends.

Cohabitation is also often associated with emerging adult, this is more common in western countries that many emerging adults living with their partners before marriage. According to Seiter (2009), when emerging adult explore their identity by changing jobs, new living conditions and educational change will cause their life instability to be high. In terms of education, because of the flexibility of the American education system, emerging adult could change their field of study according to their preferences. Therefore, the period that was supposed to take a degree in four years may be extended up to ten years. Such phenomenon is very common in western countries like the United States. Identity exploration in education is not very flexible in Malaysia and young people are deterred to explore various areas of education due to the different education systems.

**Self-Focus.** Emerging adult is in a period of life that is unique in human development because during this time, it is the first time and probably the only time, they have few obligations and commitments to other people but themselves. They no longer have to report to parents all the time. Emerging adult are not like a teenager whom life is very attached to their parents and school teachers. While the adults are having family and work obligations, by case, their focus is often on other people and not themselves.

There are several researchers has stated that emerging adult as selfish being is totally incorrect, it is more appropriate to describe them as self-focused age where individuals need time and space for personal development and achieve own capabilities.

During this period, emerging adult first learn to care for themselves before they obligate themselves to care for others (Patterson, 2012).

**Feeling In-Between.** In the survey done by Arnett among young people aged 18 to 25 years in America, they were asked "Do you feel you have achieved adulthood?" Nearly 60% answered "in some respects yes, in some respect no" (Arnett, 2000). The same question was addressed towards emerging adults in different Western cultures, such as Argentina, Austria, Romania, Czech Republic, and Greece, which showed a different percentage, but high in the response of "in some respects yes, in some no." Compared with the adolescence and young adults up to middle adulthood, the response to the answer "yes" and "no" is higher when addressed the same question. Different responses received from the emerging adults in non-western cultures such as China and India, when asked about "do you think you have achieved adulthood?", The average answer "yes" (*see* Nelson, Badger & Wu, 2004 and Seiter & Nelson, 2011). This suggests that emerging adults in China and India are more likely to feel they have achieved adulthood compared with emerging adults in western countries.

**Possibilities/Optimism.** According to Arnett (2006), emerging adulthood is a period of many possibilities by looking at two ways: firstly, emerging adult is a period that indicates a high optimism, which has high hopes for the future. Secondly, emerging adult is the key to young people who experience difficulties in the family as an opportunity to move away from home and change their lives towards a better future before making a full commitment in love and work in adult life.

Many studies have shown social problems which actively occur among young people in their twenties, such as drunk driving, pre-marital sex, drug use and other deviant activities. Although they involved with many social problems, the emerging adults have high expectations towards their career and marriage (Arnett, 2006). Previous studies indicated that socioeconomic background affects the view of the future. Arnett (2000) stated that young people who come from families with low social background are more optimistic about their future than young people who came from the higher social background. For emerging adult who comes from a happy and healthy family background is also capable of experiencing identity transformation and opportunity to build an independent life, not influenced by others and becoming the person they want and live life as they deserve.

**Sources of Emerging Adulthood.** There are several factors asserted by Arnett to show the emergence of emerging adulthood. The first is a change in the economy from industrial to information-based. This leads to an increase in the need for post-secondary education, therefore many young people will postpone a career, marriage and parenthood. According to Arnett (2000), the median age of marriage in the United States in 1960 was 20.3 for women and 22.8 for men. More than half a century, a drastic change has occurred in connection with the age of the late 20s youth. Median age at first marriage has increased dramatically to the current record of 26 in women and 27.5 in men, the corresponding increase for an increase in the median age into the realm of parenting (Arnett, 2006).

The second factor is the drastic increase in education and employment opportunities available to women, many women today postpone marriage and bearing a child in the early 20s to get a higher education and also developing a career. In 1950, there were only 25% of Americans seeking higher education, and almost all are men; young women and young men aged late adolescence and early 20s remained in the household until they get married. After more than half a century, now more than 60 per

cent of young people entering higher education in America after finishing high school, and 57 percent of undergraduate students in the United States are women (Arnett, 2004).

The third factor is the large tolerance towards sex before marriage, which allows many young people to commit sexual intercourse before entering into marriage. At present, many young people had sex for the first time during late adolescence, a decade or more before they get married (Arnett, 2009). Members of scholars in the field of social sciences in general agreed that the nature of adulthood, in meaning and time, both have gone through a change after more than half a century ago in many places around the world (Arnett 2000). Emerging adulthood can be seen as a normative stage in the culture that experience a specific trend where the increasing numbers of emerging adults; an increasing number of women who completed higher education in their early twenties; the postponement of transition to marriage and parenthood; and, the weakening relationship between gender, marital union and family formation (Arnett, 2009).

**Emerging Adult in Malaysia.** The term for young people in the late adolescence to mid-twenties are yet to be identified in the context of Malaysia. In general, this group is called the "youth" or *belia*. To refer to the transition to adulthood, many social scientists prefer to use the terms that already exist, such as "youth" and "young adults" to represent the transition from adolescence dependence to independence of young adults (Cote & Bynner, 2008). There are some of the earliest theoretical background on the issue of the transition to adulthood, but no one mentions it as a distinct period of development, such as adolescence and adulthood.

In Malaysia, the government has no specific terminology to define the development of young people aged 18 to 25 years. Generally, these people are called late adolescence, young adults or youth. The National Youth Development Policy in Malaysia defines youth as those aged 15 to 40 years. Further outlined where the main focus of youth development programs and activities in the country focuses on young people aged 18 to 25 years (Ministry of Youth and Sports, 1997). This shows that the government believes that emerging adults, although not stated specifically, youth between the ages of 18-25 years is a great asset to the country, they contribute energy, talent and creativity to the economy and create the basis for future development.

Researcher feels that the distinct development period of emerging adulthood need to be introduced in the context of Malaysia. The term for late adolescence, young adults and youth that refer to the age group 18 to 25 years old should be replaced by the emerging adult. According to Ben-Amos (1994), the youth has a long history as a term for the children in English and hence it is called as a youth in general. There are concerns about the need for a new term to describe what is in the heart of the new generation of the response to structural changes with respect to the distribution of employment and its impact on the transition from school to employment (Bynner, 2005). The terminology for the age of 18-25 years as a not distinct period of human development by using the term in the late adolescence, post-adolescence, youth, early adulthood, the transition to adulthood is defined less precisely on this unique stage of development (Arnett, 2004) .

Arnett argued that young adults can no longer be used in their twenties and it is more suitable for those aged in the thirties. This is because many young people in their twenties have not yet defined themselves as adults subjectively. However, as has been suggested by Arnett, emerging adulthood is culturally constructed and not all cultures

support this theory. Emerging adulthood are most likely found in industrialized countries as well as post-industrial (Arnett, 2000). However, if the period is extended because of the economic and social conditions, it can be understood that there are variations in the emerging adulthood that caused by social conditions and not because of development solely. To determine whether the rate of transition from one state to another to show an increase or decrease accordingly, it is necessary to examine this shift in the population level (Hogan & Astone, 1986).

Due to the confusion of terms to define the age of young people from 18 to 25 years in Malaysia, research on the theory of emerging adulthood must be conducted because this new term is important to describe a different way of life for young people aged 18 to 25 years. Malaysia is a semi-industrial countries where there is still ambiguity over the concept of "Emerging Adulthood", therefore this concept which developed from the industrialized countries, and the culture based on individualism can be applied to emerging adults in Malaysia (Baptist, Norto, Aducci, Thompson & Cook, 2012).

In fact, the studies of emerging adulthood currently are mostly concentrated in the western countries and the industrial culture; more specifically, little research is done to study the culture of the majority of non-western nation like China and India (Nelson, Badger & Wu, 2004). Reviewing the phenomenon of emerging adulthood in the context of Malaysia are expected to have similarities with China (see Nelson, Badger & Wu, 2004) and India (*see* Seiter & Nelson, 2011). In the view of the criteria for adulthood, young people in China prefer to give the connotation of self-control criteria and obligations to others, such as entering marriage, becoming parents and also take care of their parents (Nelson, Badger & Wu, 2004). Meanwhile, emerging adults in India perceived adulthood as able to take care of family's physical safety, able to care for parents who are ill, and other criteria associated with the collectivistic cultural context of India, which has a high value family relationships and Hinduism which emphasize perform one's duties (Seiter & Nelson, 2011). In contrast to the young people in America, they are generally more individualistic, and do not have a strong obligation to their parents and this context is adopted by many other western countries. Emerging adults experience may differ from young people who are in the non-western cultures and exploring the views of young people from this culture is very important to fully understand the transition to adulthood (Nelson, Badger & Wu, 2004). With the findings of this study will provide a big picture of the role of culture in emerging adulthood in general.

## CONCLUSION

Studies on emerging adulthood in Malaysia will generate some important aspects: especially to the development of the theory of emerging adulthood. According to Arnett (2004), the period of emerging adulthood could not be regarded as universal in human development, it is a stage that occurs in a particular situation that happened recently and only in some cultures only. Thus, Arnett welcome research across the country, especially in a different culture to enhance the diversity of data in this theory that he proposed. Data shows that there are differences regarding the notion of adulthood evolved in each country, especially the western and non-western countries.

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## **EVIDENCE BASED PRACTICE MODEL FOR CHILD WELFARE: A SOCIAL WORK PERSPECTIVE**

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### **Abstract**

The purpose of this paper is to address the major component of Evidence Based Practice Model in child welfare. After discussing the model, a brief overview of the social work perspective in child welfare is examined. The purpose of this review is to aid the helping professional in understanding how professional social work fits within the context of the child welfare arena and to clarify the foundational base of the Child Welfare Evidence Based Practice (CWEBP) model. Research and writings on child welfare to date have focused basically on residual policies, services, and programs available for children and their family. Because the child welfare field is governed by the policies and services, very little research and material concerning the application of a universal model of practice has been implemented. Therefore, a major principle in the model proposed is that the approach taken must have a consistent and underlying base of value and ethic that interconnect between the child, family, social workers, environment, and society.

**Keyword:** *Child, Welfare, Evidence, Social Work, Practice*

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### **INTRODUCTION**

Child welfare is considered a special area of practice within the profession of social work, and the principles and values of the social work profession generally fit with policies that guide modern child welfare organizations. In most country, social workers in child welfare agencies have a minimum of a Bachelor of Social Work degree and are registered with a government body that holds them accountable for competent and ethical practice.

The mandate of child welfare agencies is to work with the community to identify children who are in need of protection and to decide how best to help and protect those children. A fundamental belief is that government interference in family life should be as minimal as possible, except when parental care is below the community standard and places a child at risk of harm. The major guiding principle is always to act in the best interests of the child.

Social workers in child welfare agencies are involved with the planning and delivery of a variety of services for children and families, such as family support, residential care, advocacy, and adoptions and foster care programs, as well as child protection. The social worker's task is to understand a variety of factors related to the child, the family, and the community and to balance the child's safety and well-being with the rights and needs of a family that may be in need of help. The professional social work judgment involved in these decisions serves children and families well in

the great majority of situations, a fact often lost when a case decision becomes the object of intense public and legal scrutiny. As in other professional work, it is difficult never to make a mistake, and most decisions about complex matters involve risks as well as benefits.

The typical referral to a child welfare agency involves a child who is the victim of neglect, not of physical or sexual abuse. Very few children who are known to child welfare agencies are removed from their homes. Social workers in child welfare believe that most children are better served within their own homes, with resources being used to shore up and strengthen families, and removing children from their homes is a measure of last resort.

When a child is removed, it is usually for a temporary period with the idea of working intensively with the family so that the child can return home as soon as his or her safety can be assured. Chronic shortages of resources, however, make this work difficult. When a child is removed and the family's situation poses ongoing risks to that child, the court may decide to remove guardianship permanently from the parent or caregiver. Whether the child is removed temporarily or permanently, a home within the extended family is the preferred placement, but it is frequently necessary to place the child in a foster or adoptive home or in residential care.

Public child welfare agencies have evolved as a result of society's belief that all children have the right to stable homes where they are well cared for and are safe from abuse and neglect. But this cannot be solely the concern of government and those who work in human services. The public is not always aware of the lack of resources for children from impoverished homes who so often end up in the child protection system with concomitant poor success rates in school, poor employment opportunities, and a greater than usual chance of becoming involved in the mental health or prison system. It is not always easy to convince the voting and tax-paying public that spending on vulnerable young children and their families can save a huge cost down the road. Children need to be a priority not only for governments, but also for the communities in which they live.

Social work in child welfare settings is frequently stressful. Caseloads are often large and there are chronic shortages of needed resources, both within the child welfare system itself and in community agencies that support it. Sometimes social workers experience differences between the demands of the workplace and their own allegiance to the ethics of the social work profession, largely because the systems that employ them are driven by political and budgetary agendas. Nevertheless, there are many thousands of skilled and ethical professional social workers in Canada who are committed to their work in child welfare agencies and whose efforts have made positive differences in the lives of countless vulnerable children and families.

### **CHILD WELFARE PRACTICE MODEL**

In many country, the decision to develop and implement statewide practice models has been driven by a variety of factors, the most prominent being a desire to reform the state's child welfare system. Some country have done so in response, other country also seeing a need for system-wide child welfare reform, chose to adopt a practice model voluntarily, although the decision is often in response to efforts to

improve outcomes or address an identified problem. Although assessment of the positive impact of the use of practice models is just beginning, the adoption and implementation of a defined model will allow a level of systematic review never before possible.

Throughout the practice model literature, the terms *practice framework* and *practice model* seem to be used synonymously. The Child Welfare Practice Model (CWPM) defines practice as “the values, principles, relationships, approaches and techniques used at the system and casework practitioner level to enable children and families to achieve the goals of safety, stability, permanency, and well-being”. Traditionally, the term *framework* refers to the basic foundation of a system or structure, whereas the term *model* connotes a more detailed version of a framework. Indeed, the CWPM notes that a framework is “...an underlying set of ideas: a set of ideas, principles, agreements or rules that provides the basis or outline for something intended to be more fully developed at a later stage” . In further developing its definition of a practice framework, the CWPM states that a framework “outlines the values and principles that underlie an approach to working with children and families”

Like a framework, a practice model “defines the key components, values, and principles and outcomes” that the agency will employ. Beyond the scope of a framework, a practice model is “a conceptual map and organizational ideology of how agency employees, families, and stakeholders should unite in creating a physical and emotional environment that focuses on the safety, permanency, and well-being of children and their families. An effective model should include an underlying theoretical framework, a clearly described set of social worker activities and expectations, a fully developed system to support and monitor the social workers’ activities, and an evaluation component (Wandersman, 2009).

## **EVIDENCE BASED PRACTICE MODEL: A SOCIAL WORK PERSPECTIVE**

Practice models provide direction at the level of daily interactions, defining practices for all those involved with the agency to achieve defined outcomes. More specifically, practice models provide clear and specific descriptions of the types of behaviors, activities, and strategies that staff are to engage in, not only with the families and children with whom they work, but also with fellow staff, community partners, service providers, and other stakeholder. Practice models address all aspects of the agency, from service provision to regulations and policies. Practice model also define “the practice model is central to our decision making; present in all of our meetings; and in every interaction that we have with a child or family.” One of the challenges in developing and implementing practice models—which, by their very nature, are prescriptive—is allowing for “appropriate flexibility and professional discretion to support effective casework practice”

Practice model operationalizes theory with actual social work activities and helps organizations avoid the pitfall of a fragmented system by fully integrating the framework (values and principles) into daily practice. When determining the specific strategies to include in the practice model, it is important to “provide for discrete actions that flow from the principles. That is, all of the actions included in the practice model should support the principles and values (the framework) that provide the overarching philosophical foundation of the model. In order to ensure that these connections

between the model and practice are made, it is important to monitor the fidelity of practice to the model.

Implementing a child welfare practice model identifies several commonly held expected benefits. These benefits include:

- a. Providing a basis for consistency in practice
- b. Clarifying employee roles and expectations
- c. Informing training, policy, and quality assurance
- d. Shaping organizational design
- e. Providing a moral authority for practice
- f. Forcing attention to how children and families should experience the system
- g. improved outcomes and cessation of court oversight”
- h. Improved professional and organizational collaboration,
- i. More collaboration with families receiving services,

A shift to more child-centered practices A change to a more holistic and inclusive practice, Opportunities for reflection and assessment of practices and outcomes, Adoption of evidence based interventions. Specifically, these improved outcomes should be related to the basic goals of a child welfare practice model, which are:

1. To protect children from abuse and neglect,
2. To provide children with stability and timely permanency in their lives,
3. To permit children to live with their own families, when possible, through the provision of services that strengthen families,
4. To enable children to achieve success in school and become stable, gainfully employed adults

Based on many model in child welfare, we conclude that only model have evidence successful feasible for implementation in practice in child welfare. Evidence based child welfare model not focus on problems but on strength and solutions. Major reason for lack of a professional social work practice model that defines child welfare issues stems from the fragmentation of policies and service that are available to children and changing economic and political structure of services. In Child Welfare Evidence Based Practice (CWEBP) model, child welfare is not based on a ‘field service continuum” but rather on a “strengthening practice process continuum”. In this model, strengthening practice process continuum define as social work practice being provided is the empowerment of the individual to take action for themselves and to move up a continuum that lead to independent family situation. Strengthening practice involves the social worker empowering the client and education him or her in community actions that they can employ to bring about change for themselves and or other families and children. Most child welfare cases can be guided by the continuum of the strengthening practice process applied in all child welfare situations and systems. This continuum of practice is based on an intervention that recognizes the least intrusive method at initial intervention and yet continues to work for an even more empowered situation with a goal toward independent family-based care. This model have specific phase and process of intervention. This phases are very ingrained in the traditional social work process, however, their underpinning of protocols and emphasis as a strengthening continuant that begins and ends with the child welfare process set the model part in many ways from other social work related child welfare intervention. The different phases of the CWEBP model are familiar to most social workers as they follow the social work

problem solving process. From beginning, the social worker must preparing for the rest of the intervention in order to move the treatment along. This does not mean the social worker is determining what happen in each phase, but is preparing the way for the clients to define how each phase will work for them.

**Phase I** of CWEBP model is an area that is often overlooked in other models of practice. Its important to recognized that when social worker practices from a multisystemic approach he or she must first have established the relationships necessary in their community to make this practice effective.

**Phase II** of the CWEBP model is the key entry point into the family. It must be done with care and concern. As the primary social worker becomes involved with the family. It is important for the social worker to establish a relationship of trust, honesty, and partnership with the family and child. Dependent upon the child welfare situation, as will be noted in the following chapters, the difficulty of this process will be dependent upon the reason the social worker must enjoin with the process.

**Phase III** of the CWEBP model is critical to both the process and the outcome of the intervention. Having a complete and through understanding of the situation is key to planning and coordinating the intervention needed to improve the child and family situation. This assessment involves understanding not only the internal functioning of the family but the external functioning of the family. How are they proceeding in the environment? What are the social and/or community support they have? What programs and/or services are available for the family? How can family be aided and empowered to bring about change in their lives through their strengths and talents?

**Phase IV** of the CWEBP model may appear similar to the contracting and goal-setting phase of many problem-solving approaches. Where this phase differs in the SWPIP model is emphasis on involving those systems and individuals who will be involved with the family from this point on. The emphasis at this point in the process is on the involvement of all systems in working toward the goals the client have set. If the social worker does not now coordinate the rest of the systems toward these goals time and support can be lost to the family and child.

**Phase V** of the CWEBP model is the heart of the model in that this is where the contract and plan are implemented. It is critical to recognize that implementation of the plan will not occur if this plan has not involved all participants in the decision-making process. Following through on implementation will require intensive, consistent application of goals and tasks through a treatment approach based on brief treatment and solution-focused interviewing and practice skills.

**Phase VI** of the CWEBP model is the ending phase of intervention in that it is the termination of services to the child and family. It is the point at which the outcome of the plan is evaluated. The outcome of the plan can have a significant impact on the termination in that the outcome may determine if intervention continues. One of the reasons the CWEBP mode emphasizes evaluation as a continuous process is to avoid the difficulty of not reaching the appropriate outcome. By evaluating the process, changes can be made as the intervention is happening rather that at the end. Also involved in this phase is the reinforcement of the skills the family and child have learned to resolve their difficulties. Review of how the family has resolved their difficulties and how they plan to keep positive development going is important to reinforcing their progress and ability to create and maintain change.

**Phase VII** of the CWEBP model is the follow-up phase that occurs at several levels. It is the point at which the child welfare social worker examine the follow-up situation at a point agreed to by all member of the systems involved. Additionally, follow up includes not only concern over family members involved, but the community and the politics that set parameter on the case situation. Although it is hoped that the child welfare social worker will be working on the multisystem perspective from the beginning, it is critical that a follow-up assessment be made of any changes that occurred as a result of this case.

## CONCLUSION

This paper has provide an overview of the social work profession as it related to the values, skills, knowledge, and theories needed to work within the child welfare field. Many child welfare service model but in social work profession the strengthening practice continuum has presented as the evidence base practice model in child welfare service. The Child Welfare Evidence Based Practice model has provide a direction for child welfare workers that is both preventive and interventive in nature. Phases in this model are defined as best practice and are briefly defined as they related to child welfare and the phase of the model.

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## **GENDER IN LEADERSHIP**

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### **Abstract**

This paper attempts to analyze the issue of gender issues in the leadership style in organization. There is no doubt that gender affects leadership style, and often the more dominant males. But in pursuing the era of globalization, the selection of a leader is no longer based on gender alone, but depends on the integrity, commitment and the ability of an individual. Today, women are also capable of being a leader in an organization. Overall, this paper attempts to provide a justification of influence between women and men in leadership.

*Keywords: gender, leadership, integrity, ability*

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### **INTRODUCTION**

Every organization in the world, whether big or small has a leader. In a family, it is usually headed by a father or a mother. A company is led by a manager or director of the company. Meanwhile, a society headed by a King, Prime Minister or President. This means that leadership occurs at any place and involves many people (Ibrahim Hussein Ismail, 2007).

The question often arises, and the most fundamental is whether the leader is congenital own talents needed to be a leader or have the talent to lead the actual natural talent, but it is the skills that can be learned by anyone who aspires to be a leader? One popular theory of leadership is 'Great Man Theory'. This theory says leaders are born with characteristics or natural aura. Meaning, a leader always been born already has the characteristics of a leader. There are two main characteristics of the individual who will be the leader, Firstly since they are small they have high ambitions and secondly they know what they want. This theory says that since childhood these people had 'big heart' to become a leader (Abdullah Hassan & Ainon Mohd, 2003).

No doubt the men are often labeled as the leader of an organization. They are considered to be strong and courageous by physical strength. Leaders such as Martin Luther King, Jr. Hitler, Jim Jones, Winston Churchill and John F. Vote is a renowned leader in the world. Although the system and method of management has different types of followers ( John.C. Maxwell, 1993).

**Gender.** Gender is the social meaning of sex differences between men and women biologically. It is the ideology of the society as a result of the physical behavior and influence the thinking of both sexes. It affects the distribution of resources such as wealth, employment, decision-making, political power, and also to enjoy the rights and qualifications, particularly in the family institution and the community. Currently, more and more of the opinion that gender equality is essential in improving the lives of the people. This is likely due to a more challenging environment and requires a high level of commitment more in family, works, politics, economy and society.

In addition, gender-related sex characteristics develop beyond the time and in response to changes in society. Sex refers to biological or genetic either male or female. Technically the word "gender" refers to the physiological or behavioral characteristics associated with male or female. Gender identity or belief may explain the sense of belonging by sex, the ability to correct the difference between men and women, and identify the status of someone's gender either male or female. Gender refers to the acceptance of the role of behavior, attitude and personality to differentiate inherited boys (men) or female (soft). In biology, it determines whether a person is male or female, that is only the women can bear children while men produce sperm. There are norms of behavior provided by the community for boys and girls or men and women. For example, how to dress up, behavior, career choices, and how the interaction between men and women

Gender roles began to develop since birth. Boys and girls, men and women have the same rights as the right to food, water, home, education, decision making, have the same rights does not mean there is no difference. Women may have an advantage in anything. Men also have different advantages (Info sihat, 2010).

**Leadership.** According to Dewan Dictionary Third Edition (1994), a leader means' one who leads. Basically, the word 'leader' means a guide, instructions or drive. The word 'lead' is meant to people that lead the way. Meanwhile, the leader is the one who pointed the way or the direction to go to a place that has been set. Hence, the leadership consists of all the elements contained in the notions of it. In general, it means the ability to influence the activities of others or a group to achieve set goals.

Some conclusions can be made that leadership is the way someone who can mobilize others to think, feel and act in certain ways. Leadership is the role of the group. Leadership depends on the frequency of interaction and more effective if the followers have the same values and inspiring leader. The leader is an individual in a group given the responsibility to determining smooth activities of his subordinates to achieve the goals. In a large group such as a nation or a community, leader has the task of leading the country or driving society towards progress and prosperity. Leaders in the organization of economic or corporate leaders are responsible for determining the organization achieve progress and benefits as planned. Similarly, the leader of a small group of families who are responsible for organizing, managing, administering and guiding his family members to live safe and happy ( Husin @ Ibrahim Mamat, 2007).

The leader are imaginative, creative and innovative solutions that are willing and able to make any unpredictable by other parties. They act as a model of to inspire, motivate, lead, persuade and inspire with confidence. In addition, they were able to create something new, look ahead and open minded. They are not satisfied with the success of past or current success and at the same time will not be disappointed with the

failure. For them, failure is a lesson that will prevent them making mistakes in the future (Ab. Aziz Yusof, 2004).

**Types Of Leadership.** Leadership style is the way leaders conduct the leadership process. The first is that the autocratic leaders make their own decisions rather than collectively. This type of leadership shaped the monarchy style (John Furham, 2004). Decision-making authority must be held by the leader. Leaders who give orders and subordinates must abide by the instructions given without much problem. Autocratic leaders can ensure tasks assigned must executed by subordinates, because the subordinates follow the instructions and just to obey orders, they normally weak in morale and also not creative and do not have the initiative (Husin, 2007).

Second were leaders of the democratic. Democratic leaders believe in participation of all members to taking an action or making a decision through discussion and collective together. Leaders often delegate to their subordinates and provide the flexibility for them to make a decision according to the discretion. Leaders of this type can be a good mentor for the group. The strength of the group depends on the involvement of all parties and requires the support of subordinates. It makes everybody feel confident and happy to perform each task. Democratic leaders serve as catalysts to speed up the process towards the goal with the most appropriate way (Husin, 2007).

Leadership "Laissez-Faire" capitalism is also known as the third type of leadership. Type of these leaders gives autonomy to the members to make their own decisions. Often they make small decisions (John, 2004). Leaders did not intervene because he sees his subordinates as people mature and differentiate knows what is good and bad. For him, the members are fully responsible for the actions taken. What they needed is an agreed goal must be accomplish. However, the situation is very independent and liberal, sometimes showing the organization seems to have no leaders because everyone works according to its own way.

The last type of leader is the abnormal leader, this type of leader are strange and not normal. They ego individually and dreaming of more than ability. This type of leader is always selfish and tried to cover his weakness with power available to ordering others to do something like he wanted. Leaders like to present themselves and behave to know everything. Leaders will lead subordinates to dishonest, low self-esteem and in morale. They do not show interest in the job and work casually and sometimes they become aggressive. All this arises from feeling unappreciated, ignored and never involved in decision-making (Husin, 2007).

**Gender Affect Leadership Style.** It is true and undeniable that gender affects leadership style in an organization. Usually the more dominant and influential are men. According to Hughes et al. (2002) male leaders are more likely to influence subordinates with authority and harassment in the workplace. For women leaders, they always use a group-based approach, more concerned to hear the opinion of subordinates, more empathic, less analytical and less aggressive nature to pursue success. So the women who consumed the properties described above will increase the self-respect for subordinates women leaders believe that employees will perform well in a job with concern (Isaac, 2007).

However women often considered to have barriers, fail to solve problems and make decisions incompetent. Women are seen as weak and in need of extra help or are not ready to make any decisions. In addition, women treated unfairly, often misunderstood to make decisions based on emotion and sentiment, and that is not easy

for a woman to give orders to the staff under the leadership to do the task that have been instructed responsibility (Norhannan & Jamaliah, 2006). Some of the staff, whether male or female staff members act positively when working under the leader of man and some of the staff have a positive self-perception, if working under a woman leader. This statement is supported by Pounder and Coleman (2002) study, which indicated the existence of a negative response among some staff when woman be the leader. They have the impression that the head must be a man (Isaac, 2007).

In addition, some of the reasons put forward by men for refusing to accept women as leaders because : (1) women are not confident, (2) women have less influence and less power, (3) women are less intelligent to deal and (4) women sometimes too demanding. Excellence of an organization is related to job satisfaction and motivation which is owned by its employees. Employees get satisfaction when needs are met and employees can achieve high levels of productivity. Leadership issues is a major role in determining the success and excellence of the next generation (Norhannan & Jamaliah, 2006).

## CONCLUSION

In the globalization era, leader should not be based on the gender of a person to enable the person to hold the position as a leader in an organization. Women who were previously treated as “housewife kitchen” now able to compete on par with the men who are considered to be strong even in the fact women are not as strong as the nature of which is owned by men. This was proven by the leadership positions in a number of countries were led by women. For example, Megawati Sukarno Putri former Indonesia president and Gloria Macapagal Aroyo who has been the former president of the Philippine state.

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# FULL PAPER POSTER

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# **A STUDY ON THE INTEGRATED MODEL FOR FAMILY POLICY DELIVERY SYSTEM TO ENHANCE FAMILY SUPPORT SERVICES**

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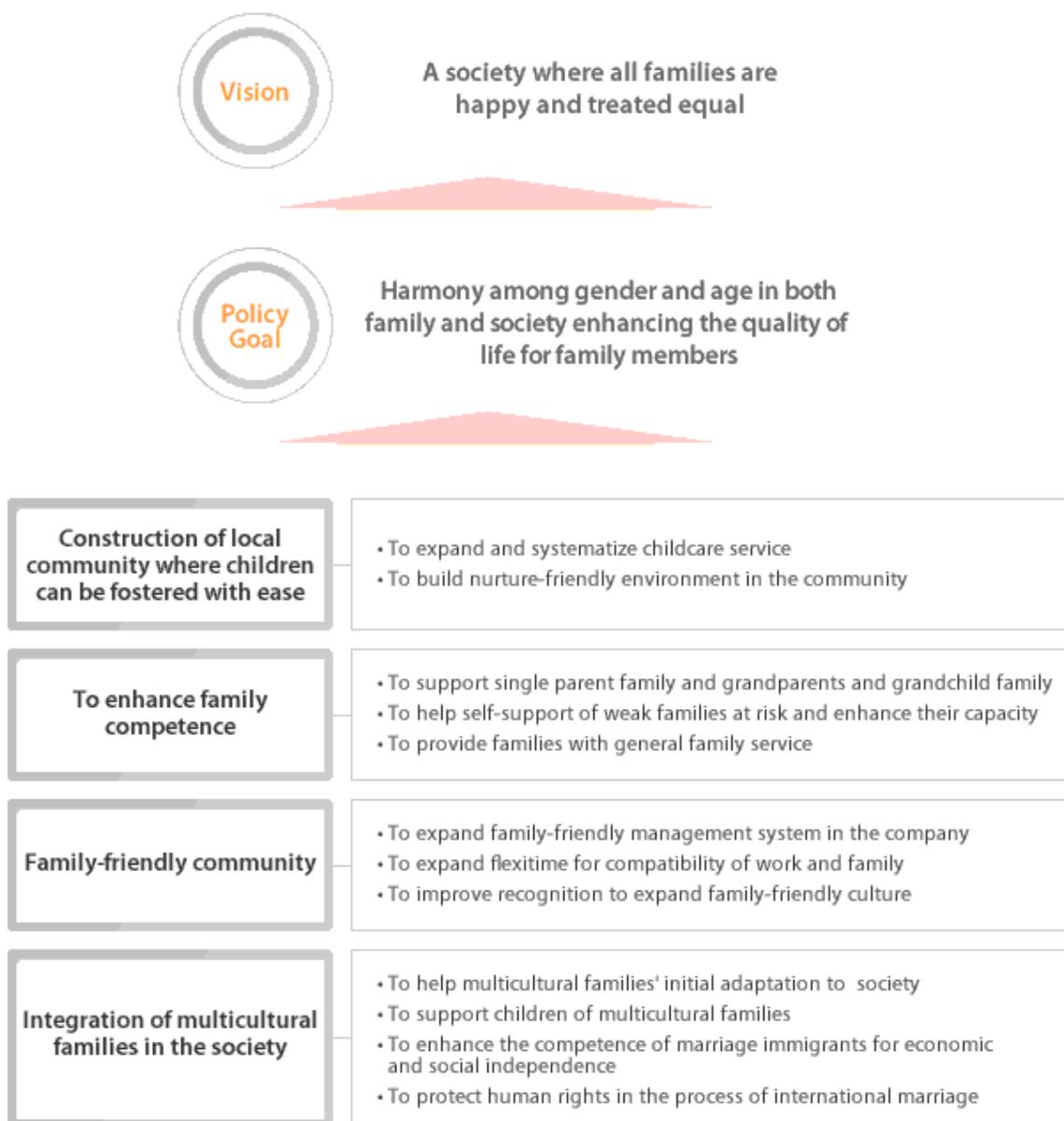
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## **Research Issues**

As family issues came to draw social attention in the context of shrinking family size, changing family functions, emerging new types of families and low fertility rate, there has been a growing demand for universal and preventive support that goes beyond residual welfare service. Accordingly, with the enactment of the Framework Act on Healthy Homes, we were able to implement a universal family policy which covers each and every family. Ministry of Gender Equality and Family currently holds full responsibility over family policy in Korea, so services are passed on to the family through administrative bodies from the Ministry of Gender Equality and Family to metropolitan governments, then to local governments. Healthy Family Support Center and Multicultural Family Support Center are the main parts of family service delivery system run by the Ministry of Gender Equality and Family. The Healthy Family Support Center was established in 2005 based on the Framework Act on Healthy Homes and its number has been increasing since then. The Multicultural Family Support Center was first opened in 2008 based on the Support for Multicultural Families Act. Family policy delivery system has been developing in these two different paths since the starting of year 2000 when the rapid rise in international marriages brought about major social issues such as adjustment of married immigrant women to the Korean society and stable settlement of multicultural families. In response to the urgent need for support to those multicultural families, we developed an independent system to concentrate on expanding services for multicultural families, which is assessed to have contributed to supporting their adaptation in the primary stage.

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## Vision and Core Tasks of the Family Policy



However, the idea of providing services separately and exclusively to multicultural families gave rise to new kinds of problems. It not only compromised social integration, but also created a social atmosphere against multiculturalism because other families felt a sense of deprivation due to the social trend of focusing support and services on multicultural families. Moreover, since the Healthy Family Support Center and Multicultural Family Support Center are in a relatively vulnerable state in terms of their budget and size, we also have to find ways to enhance efficiency in operating them and reinforce their role and status as the key deliverer of family services in the local community. This calls for the scrutiny into the current family service delivery system

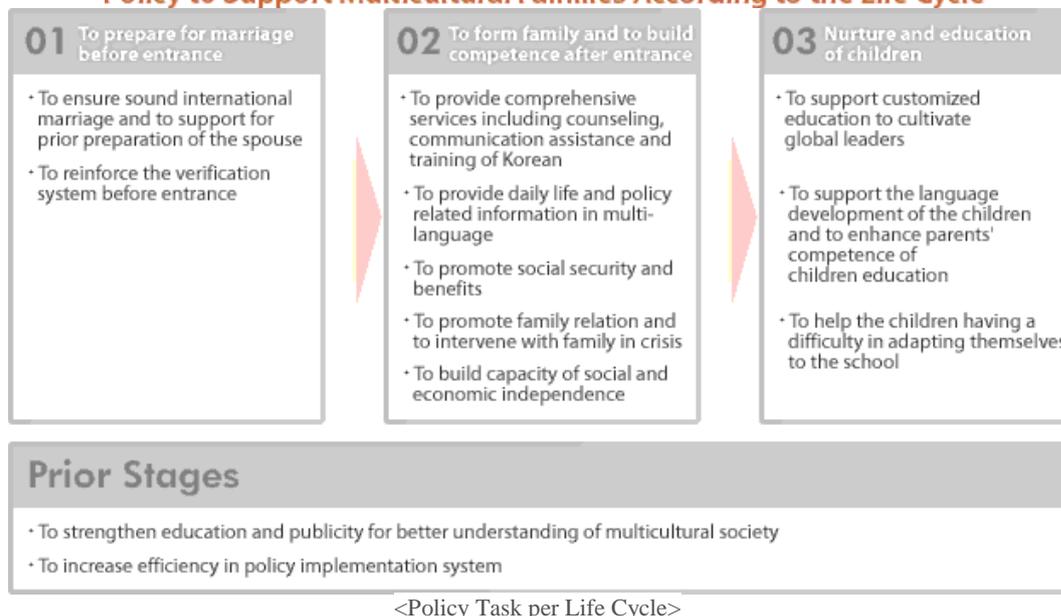
that is operated via two separate channels and discussion on better ways for development.

### Policy Vision and Direction



To prepare diverse support methods for human rights and early adaptation of marriage migrant women from entrance to settlement and childcare to social economic activity

### Policy to Support Multicultural Families According to the Life Cycle



Thus, this study is aimed at looking into the delivery system model from a long-term perspective with the objectives of social integration and enhancement of family policy delivery system and family support services.

The first purpose of this study is to understand and evaluate the current state of family policy delivery system. Given that both the Healthy Family Support Center and Multicultural Family Support Center are considered to have disorganized projects and operating system, we have compared and reviewed functions and roles of these two centers and tried to diagnose problems, thereby design a mid-to-long term project

model. Secondly, services delivered by these two centers have to be connected seamlessly for the benefit of integrating both general families and multicultural families into the society, so building on the views and thoughts of specialists in the field, we attempted to have various discussions and seek possible options for the merger of the two centers with the goal of streamlined connection of projects and improvement of family support services in the long term. Thirdly, based on the outlook for family policy, we intended to propose a variety of models for the integration of policy delivery system and come up with mid-to-long term measures for development.

### **RESEARCH METHOD**

Methods used for this study are looking into previous researches related to the two individual centers or their merger, review of previous studies and references that used cost data, Delphi survey to collect opinions on the integration of two centers and specialist consultation meeting to understand different perspectives on the merger.

### **OUTCOMES OF THE STUDY**

Results from the study can be summarized as follows.

Firstly, when we looked at how widespread the Healthy Family Support Centers and Multicultural Family Support Centers were in cities and counties across the country, 94 of them had one of the two centers and 119 of them had both centers, while 96 had an integrated center with the two centers having the same corporate body and 23 had a center with a different corporate body. Research into law, regulation and organizational structure of the family policy delivery system showed that the Healthy Family Support Center was legally bound by the Framework Act on Healthy Homes, whereas the Multicultural Family Support Center was regulated only by a voluntary provision. In other words, the two centers were grounded on different laws, ordinances and internal regulations. Central administrative system was composed of the Adolescent and Family Policy Bureau, under which there were Family Support Division and Multicultural Family Division, each in charge of the Healthy Family Support Center and Multicultural Family Support Center, respectively. Local governments also had divisions and personnel exclusively responsible for the Healthy Family Support Center and Multicultural Family Support Center, but works related to these two centers were mostly covered by different people within the same division or bureau. Healthy Family Support Centers and Multicultural Family Support Centers are categorized into an independent type, an integrated type and a multi-functional type. Healthy Family Support Center runs six joint projects and seven independent projects, while Multicultural Family Support Center carries out five basic projects and four special projects.

Secondly, we asked employees of the centers whether they were for or against the integration of delivery system. 82.4 percent of the respondents from the Healthy Family Support Center and 50 percent from the Multicultural Family Support Center were in favor of the merger. They agreed with the merger because the integrated center corresponds with the goal of social integration, it can enhance efficiency in operating the center, it is appropriate for diverse families, it matches the ultimate goal of the two centers, it is complementary to both centers, it can bring more conveniences to the users, and it can prevent overlapping services and keep families from being left out of

the service. Respondents against the merger mainly pointed to the reason that the two centers have different project objectives and entrusted projects to different organizations.

As we collected views on ways to deal with problems caused by the integration of centers, they commonly presented the ideas of securing budget, either ensuring the employment and job description of existing center workers or preparing alternatives, and resolving problems incurred from having different entrusted organizations. Those working for the Healthy Family Support Center suggested in detail legal integration, consolidation of projects, expanding space and workforce, adjusting joint key projects, securing more personnel for operation, clear job description, educating the working level to set philosophy and value of an integrated center, giving job instruction through a single channel and coordination between central administrative departments. Employees from the Multicultural Family Support Center stressed gradual integration as a way to cope with the problems.

Based on the premise that the integrated center has to include existing projects and functions of the two centers to their full degree, and still be able to fulfill the function and role as the delivery system of family policy, respondents proposed the followings as five major functions of an integrated center:

- (1) preventing family problems,
- (2) providing support in case of family crisis
- (3) creating a family-friendly environment (culture),
- (4) supporting family care, and
- (5) establishing network.

Combining the two centers chemically was considered desirable in organizing an integrated center, but this is expected to carry some difficulties in the short term, so physical integration followed by a chemical integration in a gradual manner was proposed as an alternative. They also said that it would be desirable if the budget comes from the state coffers, manpower is expanded, and the personnel is managed by introducing a total payroll cost system.

Qualifications have to be set for members of the integrated center. For example, healthy family specialists who are experts in family projects will be qualified to perform family support duties, Korean language education specialists should be assigned to Korean language programs for multicultural families, and professionals in teaching bilingual students and children with linguistic talents will be responsible for related classes and programs. As a way of increasing personnel with expertise, they proposed upgrading the certificate for healthy family specialists into a state approved one, together with detailed measures to do so. Placing the Framework Act on Healthy Homes above other laws including the Support for Multicultural Families Act was suggested as a legal structure for the integrated center. Many wanted to give the name "Family Center" to the newly established integrated center.

Thirdly, we need to take a gradual and step-by-step approach in the process of integration and setting the direction for mid-to-long term development of an integrated center. There should be efforts to carry out the procedure of integration in a reasonable manner through smooth communication and connection between responsible administrative bodies and those working in the field.

## CONCLUSION

For the mid-to-long term development of an integrated center, specific strategy is required to maximize the expected strong points and minimize weak and vulnerable points by putting together the views of center workers and experts. In order to do so, functions and projects need to be reorganized. We should designate a joint compulsory project that can be applied to the characteristics of both centers as a leading project of the integrated center, then come up with measures to operate the project in a way that can make the most of the characteristics of services delivered to multicultural family.

For the integrated center to take root as soon as possible, we also have to seek ways to handle matters related to administration and management, such as differences in entrusted bodies and integration of organizations and manpower. Taking into account the different legal bases for each center, a certain degree of adjustment is necessary by integrating laws and regulations into a single system or clearly specifying the framework act and the project act. Integrated centers have to be installed more in the local community, while a nationwide evaluation system managed by the central government needs to be established and its legal bases prepared to ensure the stable settlement of integrated centers and enhance expertise of the services they provide, as well as to make a systematic assessment of the integrated center.

It seems advisable to assign differentiated functions to the integrated centers in accordance with their capacity and local characteristics, rather than making all of the integrated centers fulfill the same function. To make this happen, we were advised to classify types and strengths of projects by local communities throughout the nation and introduce the total payroll cost system to expand workforce.

Based on the above research findings, this study proposes the following policy directions.

First, there need to be developed policies regarding low birthrate that take into full account the demands of the 2030 generation. Second, there need to be built infrastructures to resolve conflicts between generations, races, and classes. Third, marriage needs to be an attractive institution to women in order to resolve the family tension which is likely to be experienced by the generations of people who were born when sex ratio at birth was highly skewed to the male. Fourth, residential welfare policies need to be expanded in response to the reduction of the household size and the increase of single person households. In particular, such policies must pay special attention to single old person households. Fifth, the welfare transfer system needs to be improved to enhance policy accessibility in response to the expected increase of households with no adult generations. Sixth, males need to play a more active part in the care of the family and the wider society should also take more responsibility for it. Seventh, to satisfy people's desire for community requires to provide various opportunities for family members to engage in common activities in the community where they live. Eighth, support programs regarding memorial service need to be provided in response to an expected increase in deaths of the members of single old person households. Finally, as leisure time is expected to increase, there needs to be developed social leisure lest that income gaps lead to leisure gaps.

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## **DAYCARE SERVICE FOR OLDER PEOPLE IN SUKAMANAH COMMUNITY WELFARE CENTER UNDER ASIANA SOCIAL WELFARE FOUNDATION: AN ADOPTED MODEL OF KOREAN COMMUNITY CENTER**

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### **Abstract**

ASIANA SOCIAL WELFARE FOUNDATION (known as Asiana Foundation) established on 10 June 2010 and registered as legalized institution based on Miniters of Law and Human Rights Decree No. AHU-1630.AH.01.04, date 31 March 2011. Objective the foundation is do the research, education and training and service to elderly, disable and child based on social work discipline and profession. Asiana Foundation has two unit organizations; Social Work Research and Education Development (SWRED) and Sukamanah Community Welfare Center (SCWC). The Sukamanah Community Welfare Center was adopted Korean Community Center model, and this center supported by Jeollanamdo Association of Social Workers under program Hope Asia 2020. One of the service in this center is day care service for elderly. Day care services are a form an integral part of community care for older people. A day care service offers communal care, with voluntary care givers present, in a setting outside the user's own home. Individuals come to the center to use the services, which are available for at least four hours during the day, and return home on the same day.

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### **ASIANA FOUNDATION AT GLIMPSE**

ASIANA SOCIAL WELFARE FOUNDATION (known as Asiana Foundation) established on 10 June 2010 and registered as legalized institution based on Miniters of Law and Human Rights Decree No. AHU-1630.AH.01.04, date 31 March 2011. Objective the foundation is do the research, education and training and service to elderly, disable and child based on social work discipline and profession. Asiana Foundation has two unit organizations; Social Work Research and Education Development (SWRED) and Sukamanah Community Welfare Center (SCWC). The Sukamanah Community Welfare Center was adopted Korean Community Center model, and this center supported by Jeollanamdo Association of Social Workers under program Hope Asia 2020.

### **SPECIFIC DEFINITION**

Day care services under ASIANA foundation (SCWC) are a form an integral part of community care for older people, alongside residential and domiciliary services. A day care service offers communal care, with voluntary care givers present, in a setting outside the user's own home. Individuals come to the center to use the services, which are available for at least four hours during the day, and return home on the same day.

**TARGET GROUP**

Older people age 60 year and up  
Local resident in Sukamanah  
Low economic condition  
Generally good physical and mental

**STAFF**

Supervisor/Senior social worker: 1  
Case Manager : 1  
Professional social workers: 3  
Support staff : 1

**OBJECTIVE**

ASIANA Day care service objectives identified include:

- helping older people remain independent in the community
- social care and company
- rehabilitation and treatment
- assessment and monitoring
- helping positive use of leisure time
- providing company and social contacts for older people

**FOCUS ON ELDERLY NEED**

Day services address a very wide range of needs:

- for physical care and shelter, and the prevention of deterioration of physical and mental health
- for companionship and social stimulation
- for rehabilitation and the teaching of new life and social skills
- for positive experiences and new achievements
- for promoting independence, social integration and employment.

**DAY SERVICES AND SOCIAL INCLUSION**

ASIANA Day care service promote social inclusion. Its mean elder people enabling to participate in society and enjoy citizenship rights. Their lack of contacts and interaction with other people seen more broadly in the context of social exclusion. Role of ASIANA day services in promoting social inclusion and on future directions for policies on day services for older people. ASIANA day care integrated within the community, the building near and central in village area easy to promote older people links with the everyday life of the mainstream community.

**CHALLENGES OF DAY CARE**

ASIANA day care have challenges:

- Flexible in time: day services need to be available at more flexible times of the day, and night.
- Flexible in place: day services should be delivered in a wide range of settings such as village office, mosque, etc
- Responsive to individuals' requirements: Day services need to respond better to the variety of individual needs and interests.

- Adaptable to variable and complex needs: day services should provide more varied activities and services adapted to diverse needs and interests.
- Culturally and ethnically sensitive: day services must recognize the different expectations of the various cultural communities they should properly serve.
- Inclusive of disadvantaged groups: Day services should strengthen links and opportunities within ordinary communities.
- Supportive of wider social integration: although day care may alleviate isolation and loneliness.
- Day services should foster roles, activities and identities outside the care context and aim, where possible, to promote users' eventual independence from the formal service.

### **FUTURE RESEARCH:**

- The views of older people themselves, including users and non-users of day services.
- The implementation of the new assessment, care management, commissioning procedures and quality assurance systems to be introduced, specifically in relation to day services.
- A research review of the quality strategy management
- Issues concerning older people with dementia and/or learning disabilities,
- Effective ways of meeting the cultural needs of older people from Sunda ethnic groups
- The balance of interests of users and cares in relation to social inclusion and other aims of day services.
- The psychological well-being, stress and burnout of day care staff and family care giver.

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## **VIOLENCE AGAINST CHILDREN TO BE A PRIORITY ACTION AND A CROSS CUTTING CONCERN IN THE POST-2015**

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“Every day, millions of children are affected by conflict, suffer from violence, neglect, abuse and exploitation at home, in schools, in institutions, in the community and in places where they work. These situations are not inevitable and they can be effectively prevented,” the experts said in a call to mark Universal Children’s Day on 20 November.

The post-2015 framework is a renewed opportunity to ensure that children’s rights are front and centre in the global development agenda to effectively prevent and address violence against children and fight impunity for crimes committed against them.

“To achieve sustainable development, protecting children from violence needs to be a priority and a cross-cutting concern in the post 2015 agenda,” the five experts stressed.

Countries affected by violence tend to lag behind, with higher levels of poverty and malnutrition, poor health and school performance and special risks for vulnerable children including those who migrate or belong to minorities. Violence is often associated with poor rule of law and a culture of impunity. It has far-reaching costs for society, slowing economic development and eroding nations’ human and social capital.

“The post-2015 development agenda should address inequalities that heighten the risks of violence, abuse and exploitation of children. Governments should meet their obligation to protect children from violence,” the experts emphasised.

“The post-2015 agenda should include a strategic goal and indicators on child protection to prevent and address all forms of violence against girls and boys, and to bring to justice those responsible for these acts, including physical and emotional violence, child sexual abuse and exploitation and the recruitment of children in armed conflict. Without freedom from violence, sustainable development cannot be fully achieved,” the experts added.

“We urge national governments and the international community to support this process and to provide adequate resources to protect children from violence, abuse and exploitation, in development and emergency situations. Inclusive, sustainable and duly funded child protection systems should be established in all countries, supported by sound investment in social protection programmes to address the root causes of child rights violations, to promote universal access to basic social services that help families care for and protect their children, and to safeguard the rights of children in need of assistance and alternative care,” they added.

Kirsten Sandberg, Chairperson of the UN Committee on the Rights of the Child;

Marta Santos Pais, Special Representative of the UN Secretary-General on Violence against Children; Leila Zerrougui, Special Representative of the UN Secretary-General for Children and Armed Conflict; Najat Maalla M'jid, UN Special Rapporteur on the sale of children, child prostitution and child pornography; and Susan Bissell, UNICEF's Chief of Child Protection.

### **The Global Campaign on the OPSC**

**Background of the campaign.** 2010 marked the 20th anniversary of the entry into force of the Convention on the Rights of the Child (CRC) and the 10th anniversary of the adoption of its two Optional Protocols, respectively on the Sale of Children, Child Prostitution and Child Pornography (OPSC) and on the Involvement of Children in Armed Conflict (OPAC). The ratification and implementation of these treaties lay the foundation for the safeguard of children's rights and their effective protection from violence, abuse and exploitation.

For this reason, the Special Representative of the Secretary-General on Violence against Children and the Special Representative for Children and Armed Conflict, in cooperation with the Office of the High Commissioner for Human Rights (OHCHR), UNICEF, the Committee on the Rights of the Child and the Special Rapporteur on the Sale of Children, Child Prostitution and Child Pornography are promoting a 2-year campaign aiming at the universal ratification of the Protocols to the CRC by 2012, the year of the 10th anniversary of their entry into force.

The global campaign was launched on the occasion of the 10th anniversary of the adoption of the Optional Protocols, on May 25, 2010. The campaign is also supportive of the initiatives being undertaken to commemorate the 10th anniversary of the entry into force of the ILO Convention 182 on the Worst Forms of Child Labour and the adoption of the Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children (Palermo Protocol).

To date, the OPSC has been ratified by 167 States and signed by 120 States. 10 States have signed but not ratified it and 17 States have not yet signed nor ratified it. Since the launch of the campaign, 30 states have adhered to the Protocol and renewed efforts are being undertaken at the national level in many other countries towards ratification.

The campaign is also promoted at the regional level. The African Union together with the United Nations Economic Commission for Africa (UNECA), UNICEF and the OHCHR jointly organized a high level meeting for the universal ratification of the Optional Protocols to the Convention on the Rights of the Child. The meeting was held on 31 May 2011, in Addis Ababa, Ethiopia, organized in close partnership with the Office of the Special Representative of the Secretary-General on Violence against Children, the United Nations Office to the African Union (UNOAU), the Organisation Internationale de la Francophonie, UN Women and Save the Children.

**Objectives of the campaign.** Promote the universal ratification of the OPSC by 2012 (10th anniversary of its entry into force) mobilizing the widest political and social support to this end.

Raise awareness of States Parties obligation to protect all children below the age of 18 from all forms of sexual exploitation, to criminalize all acts of sale of children, child prostitution and child pornography and to ensure the rights of child victims and

witnesses. A child who has been sexually exploited should be treated as a victim rather than a criminal, irrespective of the legal age of sexual consent.

Promote the adoption and effective implementation of national legislation in conformity with the provisions of the OPSC, including to:

Criminalize the sale of children, child prostitution and child pornography.

Establish extra-territorial jurisdiction and abolish the double criminality requirement with respect to offenses covered by the OPSC.

Ensure that offences covered by the OPSC are made extraditable.

Ensure the liability of legal persons.

Protect the rights and interests of child victims and witnesses at all stages of the criminal justice process, including their privacy and safety, taking into consideration their views, needs and concerns.

### **Raise awareness of States Parties obligations to:**

Safeguard children's rights, best interests and participation in relevant decisions and proceedings and ensure the rights of child victims to appropriate assistance, including their right to recovery, reintegration and compensation.

Strengthen the capacity of professionals working with and for children to prevent and address the offenses covered by the OPSC.

Raise awareness among the public at large, including children, through information, education and training about preventive measures and harmful effects of the offences referred to in the OPSC.

Promote international cooperation and mutual assistance for the implementation of the OPSC.

Promote respect for States Parties' reporting obligations to the Committee on the Rights of the Child and relevant follow up to the Committees' concluding observations and to recommendations of children's rights mandate holders.

**Partnership.** The Campaign was launched by the SRSG on Violence against Children, in cooperation with UNICEF, the OHCHR, the Committee on the Rights of the Child, the SRSG for Children in Armed Conflict and the Special Rapporteur on the Sale of Children, Child Prostitution and Child Pornography, and it will be further promoted in collaboration with Members States, other UN agencies and offices, international organizations and NGOs at the global, regional and national levels.

**Key Activities.** Promote the campaign in strategic UN Treaty events to achieve universal ratification by 2012. Raise awareness of the campaign and promote events in support of the campaign's objectives, at the national, regional and international levels. Promote advocacy with countries that have not signed or ratified the OPSC, to encourage their adherence to this treaty.

Support the development and enforcement of national legislation and the promotion of other implementation measures for the protection of children from all forms of sexual exploitation, in compliance with the OPSC.

Include reference to the campaign in the framework of the consideration of periodic reports by the Committee on the Rights of the Child, and during relevant country visits and advocacy activities by the SRSG-VAC and human rights mandate holders.

**What the campaign will achieve.** Strengthen the acceptance of the OPSC and its effective enforcement as a normative foundation for the protection of children from violence, in particular from all forms of sexual exploitation.

Criminalization of all forms of sexual exploitation of children under the age of 18, namely the sale of children, child prostitution and child pornography.

Effective protection of the rights of child victims and witnesses, safeguarding their rights as victims of crime, and exempting them from arrest and prosecution.

Promotion of a holistic response to the protection of children from all forms of sexual exploitation, including through the prevention of the offences established by the OPSC, the consideration of their root causes, the recovery and reintegration of child victims, and the punishment of those found responsible.

Cross border cooperation to fight impunity of all forms of sexual exploitation of children wherever they take place.

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## FACTORS RELATED WITH TOTAL CHOLESTEROL

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### Abstract

Blood cholesterol level is one of the major risk factors of cardio vascular disease. Blood test for total cholesterol is one of the best indicators for determining heart disease risk of person. Factors that affect cholesterol levels were gender, age, BMI, physical activity and food intake. The aim study was to determine the factors related with cholesterol level in the Healthy Heart Gymnastics Club members of UIN Jakarta in 2013. Design study was cross sectional. The population was all members of Healthy Heart Gymnastics Club of UIN Jakarta. The number of samples was 40. The data were collected through blood cholesterol measurement, weighing, measuring height, interview and 2x24 hours food recall questionnaires. Processing and data analysis use t-test to see the differences between the sexes and cholesterol level, and correlation test. The results showed that there was a relation to the variables of physical activity and fat intake with total cholesterol level at UIN Jakarta Gymnastics Club members. Although other variables showed no significant relation statistically, but epidemiology suggests a link. One of suggestions for a Healthy Heart Gymnastics Club UIN Jakarta is to retain or increase gymnastic activities to decreased their cholesterol level.

**Keywords :** *cholesterol, healthy heart gymnastics, food intake*

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### INTRODUCTION

Cardiovascular disease is the leading cause of death worldwide. Report of the World Health Organization in 2011 to explain as much as 17.3 million deaths world's population (31%) were caused by cardiovascular disease, particularly heart attack (7.3 million) and stroke (6.2 million) (WHO, 2011). This was because the majority of patients with cardiovascular disease have high blood cholesterol values and one of the major risk factors for cardiovascular disease (WHO, 2011; Fatmah, 2010; Bangun, 2003).

Blood cholesterol values are used to determine the risk of heart disease. Framingham Heart Study explained that the risk of heart disease will increase if the total cholesterol level greater than 200 mg / dL and could increase three to five times if the total cholesterol level exceeded 300 mg / dL (Durstine, 2012).

Cholesterol is an essential component of all cell membranes structural and major components of the brain and nerve cells. Cholesterol can build up in high concentrations in the glandular tissue and the liver where cholesterol is synthesized and stored. Cholesterol is an essential ingredient formation of some steroids, such as bile acids, folic acid, adrenal cortex hormones, estrogens, androgens, and progesteron (Almatsier, 2009).

The results of the study in Heart Healthy Gymnastics Club UIN Jakarta showed that the average of club members had an high cholesterol (> 200 mg / DI). The purpose

of this study was to determine the factors related with total cholesterol levels in the Healthy Heart Gymnastics Club members UIN Jakarta in 2013.

## METHODS

This study used a cross sectional design. The population were all of active members Gymnastics Club Healthy Heart UIN Jakarta who totaled 60 and the number of samples was 40 at 95% confidence level with simple random sampling. The study variables were gender, age, physical activity, Body Mass Index (BMI), intake of carbohydrate, fat, cholesterol, protein, fiber, and vitamin C, which will be seen and genetic relation to total cholesterol.

Data collection was carried out by means of direct measurements and interviews. Direct measurements done with the data of total cholesterol by spectrophotometer method at the Laboratory of Biochemistry Faculty of Medicine and Health Sciences UIN Jakarta and body mass index by measuring the weight and height. While the interview include physical activity data using the IPAQ questionnaire, (International Physical Activity Questionnaire) nutrient intake using food recall 2 x 24 hours, and genetics. Data processing was performed by software Nutrisurvey and statistical analysis with correlation of variables and T-test to determine the relation the sexes with cholesterol levels.

## RESULTS AND DISCUSSION

The results showed an average total cholesterol levels Gymnastics Club Healthy Heart UIN Jakarta was 169-187 mg / dL, age 55-61 years, BMI 24.8 to 27.1 and physical activity 2570-3381 METs. In a study in West Jakarta in 2007 explained that the average total cholesterol level in 93 samples obtained at 174 mg / dL (Jelita, 2007). So cholesterol levels based on the ATP III classification explained that the Gymnastics Club Healthy Heart UIN Jakarta 77.5% of respondents who had normal total cholesterol levels or <200 mg / dL, 20% at threshold and 2.5% at high total cholesterol levels. Therefore, in the group with high cholesterol levels (> 300 mg / dL) will have the opportunity at three to five times for the occurrence of heart disease.

The results also have shown that the average intake of carbohydrates Gymnastics Club Healthy Heart UIN Jakarta is 153 -183 g, fat intake 42-50 g, cholesterol intake 92-144 mg, protein intake from 35.5 to 43.3 g, dietary fiber intake 7.3 to 10.05 g and vitamin C from 39.3 to 62.9 mg.

Tabel 1  
 Description of Result Study

Variable	Mean 95% CI	Standard Deviation	Min-Max
Total Cholesterol	169 – 187 mg/dL	27,2	114,6 – 241,7 mg/Dl
Age	55 – 61 year	9,52	38 – 76 year
BMI	24,8 – 27,1	3,52	15,8 – 36,1
Physical Activity	2570 - 3381 METs	1268	868 – 5172 METs
Intake of Carbohydrate	153 -183 g	46,03 g	67,05 – 285,3 g
Intake of Fat	42 – 50 g	13,2	24,15 – 92,85 g
Intake of Cholesterol	92 – 144 mg	82,3 mg	22 – 369 mg
Intake of Protein	35,5 – 43,3 g	13,8 g	18 g – 75,6 g
Intake of Fiber	7,3 – 10,05 g	4,14 g	3,55 g – 23,30 g
Intake of Vitamin C	39,3 – 62,9 mg	36,8	9,7 – 135,8 mg

Nutritional intake is one of the factors triggering high levels of cholesterol in the blood. carbohydrate intake is associated with the incidence of hypercholesterolemia. Carbohydrate intake were 5.43 times higher risk than normal (Hidayati, 2006). In addition to carbohydrate intake, increased fat intake can also increase the intake of total cholesterol, because fatty foods are mostly in the form of triglyceride hydrolysis into diglycerides, monoglycerides, and free fatty acids. Free fatty acids will oxidize into acetyl-CoA to produce energy (Djojosoebagio et al, 1998).

In this study showed that there was no relation between the sexes with cholesterol levels ( $p= 0.106$ ). Results of other studies also indicate that there was no relation between the sexes with cholesterol levels (Jelita, 2007; Iriani, 2005). Basically, adult physiology changes differ between men and women, especially in women was influenced by the hormone estrogen. Reduced estrogen at menopause caused to increased body fat distribution and consequently increased total cholesterol as well (Krinke, 2002).

Research on the Aerobic Center, Dallas, USA concluded that estrogen in women were considered as protective factor for heart disease. Women experience changes in the body associated with menopause. In the early pre-menopause, estrogen prevents the formation of plaque in the arteries by raising levels of HDL, lower LDL and total cholesterol. After menopause, women experience decreased levels of estrogen that have a high risk of heart disease (Suharto, 2004).

Results of studies have shown that factors that relate significantly with total cholesterol levels in Gymnastics Club Healthy Heart UIN Jakarta is physical activity ( $p = 0.003$ ) and intake of fat ( $p = 0.031$ ). The results of this study were consistent with previous research conducted in Greece, found no significant relation between physical activity and total blood cholesterol levels. Adults who are less at risk of physical activity have high total cholesterol (Miliias, 2006).

Decrease in body fat percentage and total blood cholesterol levels were caused by increased physical activity (Utomo, 2012). Physical activity produces energy expenditure is proportional to the working muscles and is associated with health benefits. The more physical activity performed each day, the greater the daily energy expenditure resulting in weight reduction and fat (Durstine, 2012). Reduction of energy and fat also helps reduce blood cholesterol thereby changing the amount of cholesterol

in the blood transfer and burn stored body fat reserves in the form of fatty acids and triglycerides, and may lower blood total cholesterol, triglycerides and LDL cholesterol so that physical activity strengthens the heart muscle, lower blood pressure, improve blood flow and increase the capacity of the heart (Kusmana, 2007; Fatmah, 2010).

In addition to physical activity, intake of dietary fat could affect total cholesterol levels. In several studies also note that there was a significant relationship between fat consumption with total cholesterol levels. Intake of fat were 6.48 times higher risk occurred hypercholesterolemia (Hidayati, 2006; Situmeang, 2011). In addition, other studies have also found that people who have a high intake of fat, had hyperlipidemia risk 2.85 times higher than people who have normal fat intake (Waspadji, 2003).

Dietary factors that most affect the total blood cholesterol level was a total fat, saturated fat and total energy. By reducing the total fat in the diet, the amount of the total energy will come reduced (Almatsier, 2009). Saturated fat is found in animal fats, seafood, dairy products and poultry skin. Some vegetable oils also contain high saturated fats, ie coconut, coconut oil and palm oil. Diets rich in saturated fats can increase total cholesterol LDL cholesterol dam more than dietary cholesterol (Durstine, 2012).

Fat intake with total cholesterol level is possible because the average of many study respondents consume fried foods deep frying. The process of frying deep frying will cause changes in the unsaturated fatty acid *cis* form into the *trans* form and the amount of trans fatty acids increases with a decrease in unsaturated fatty acid *cis* form, thereby increasing the risk to the blood cholesterol was also higher. In addition, fat-soluble vitamins also fragmented (Departemen Gizi dan Kesehatan Masyarakat UI, 2012).

In some other variables such as gender, age, Body Mass Index (BMI), carbohydrate intake, cholesterol intake, protein intake, fiber intake, intake of vitamin C, and genetic have no relation with total cholesterol levels statistically. This was because the data are relatively homogeneous. In addition, there were differences in total cholesterol measurement tool when preliminary study with data collection. When the preliminary study, we are using a cholesterol measurement easy touch, while the data collection using a laboratory test method spectrophotometer. As a result, lead to different results between studies preliminary studies with data retrieval.

## CONCLUSION

Factors related to total cholesterol levels in the Healthy Heart Gymnastics Club members UIN Jakarta in 2013 was a physical activity and fat intake. While other variables have no significant relation statistically. Gymnastics Club Healthy Heart UIN Jakarta needs to maintain gymnastic activities because it is very beneficial for the reduction in total cholesterol levels and they need to reduce the intake of fatty foods, such as fried foods because fat can increase blood levels of total cholesterol.

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## **INTEGRATED LEARNING AL-ISLAM AND KEMUHAMMADIYAHAN AGE 5-6 YEARS OLD**

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### Abstract

Early childhood education, kindergarten serves to foster, cultivate and develop the full potential of early childhood optimally *akhlakul karimah* forming behavior and basic skills in accordance with the stage of development in order to have the readiness to enter the next level. Early childhood education aims to build a foundation for developing students' potentials in order to become a man of faith and fear of God Almighty, noble, healthy, knowledgeable, skilled, critical, creative, innovative, self-contained, self-confidence, and become citizens democratic and responsible and develop the potential of the spiritual, intellectual, emotional, kinesthetic, and social learners in the golden period of growth in the educational environment and fun to play. (PP No 17 of 2010, article 61) In line with the development of science and technology, people's demands, changes in education and local autonomy paradigm impact on education, so necessary in early childhood education center Aisyiyah need to be developed to address these changes. Where as the main foundation planting values Al - Islam and Kemuhammadiyah such as Value purity, virtue and family values. In view K.H. Ahmad Dahlan, Muhammadiyah Islamic education needs to develop to give birth (1) Man who learned in the science of religion , (2) broad -minded, having the general knowledge, and (3) are ready to serve struggling to sympathize Muhammadiyah activities in the values of virtue on society. (Rosyidi, 1984:49). Since then continually developed educational Muhammadiyah, and conceptually formulated in 1975 Muhammadiyah educational purposes as follows : (1) The realization of a Muslim man who berakhlak noble, capable, believe in yourself, and useful for the people of Islam in truth, and (2) to promote and develop knowledge and skills for the development of society and the country of Indonesia based on Pancasila and the Constitution 45. By combining the two in the educational system of Muhammadiyah KH Ahmad Dahlan really hoping to be born man of science and faith and noble morality. It is then in the course of education in educational programs enactment Muhammadiyah Al-Islam and Kemuhammadiyah or popular with AIK stands as a hallmark of Muhammadiyah education that must be taught throughout the charitable efforts on education held in Persyarikatan Muhammadiyah. So with integrated learning combining all aspects of development is very important in imparting value - indigo Al-Islam and Kemuhammadiyah from an early age.

**Keywords:** *integrated learning, akhlakul karimah, al-Islam, kemuhammadiyah,*

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### **INTRODUCTION**

The advancement of a nation or country depends on the human factor as agents of history. In Indonesia's independence struggle against colonialism is inseparable from

the power of determination and people's effort as a collection of human beings who have a soul of high struggle, even now it was not formed yet Indonesia as a nation.<sup>1</sup>

The shaping of national culture with compound character, which be Indonesian characterizes, can't be separated from the Indonesian characters that tend moderate or middle and common in harmony and peace live in diversity, which eventually formed the human personality that adequate religious, uphold morals, and life mutual respect by upholding the common good<sup>2</sup>.

Early childhood education serves to foster, cultivate and develop all potential of early childhood so that shape the behavior of *akhlakul karimah* and basic capabilities in accordance with the stages of development in order to have the readiness to enter further education level.

Indonesian Regulation No. 20/2003 on National Education System Article 1 paragraph 14 states that Early Childhood Education is a development effort aimed at children from birth to the age of six years conducted through the provision of educational stimulation to assist the growth and development physically and mentally so that children have the readiness to enter further education.

Early childhood education aims to build a foundation for developing students' potentials to become a man of faith and fear of God Almighty, noble, healthy, knowledgeable, skilled, critical, creative, innovative, self-reliant, confident, and become democratic and accountable citizens in developing the potential of the spiritual, intellectual, emotional, kinesthetic, and social of learners in a golden age of growth in a educative and funny game environment that is educational and fun to play.

In accordance with the development of science and technology, the people demand, change the paradigm of education and decentralization had an impact on education, so the early childhood curriculum Aisyiyah need to be developed to address these changes.

According to K.H. Ahmad Dahlan, Muhammadiyah need to develop Islamic education that can create : (1) Known people in the religion science, (2) broad-minded, having the general knowledge, and (3) are ready to fight devoted to sympathize Muhammadiyah activities in the values of virtue in the community. (Rosyidi, 1984: 49). Since that time continually developed education model of Muhammadiyah, and conceptually in 1975 formulated the following Muhammadiyah educational purposes;

(1) The realization of moslem people that have good attitude, capable, confident, and useful for the Islamic community, and (2) to promote and develop knowledge and skills for the development of society and the state of Indonesia based on Pancasila and the Constitution 1945. Base in that thought, so in the Muhammadiyah education system then combines general knowledge and Islamic sciences in the model of schools. It is motivated by the Dutch educational system against indigenus dichotomy between general knowledge (Western), represented by Dutch schools with Islamic knowledges, represented by religious schools. By combining that two in Muhammadiyah educational system, KH Ahmad Dahlan hope indeed will be arise some scientists that have faith and noble morality. It is then in the course of education in educational programs stipulation Al Islam and Kemuhammadiyah or popular with AIK as the special identity of Muhammadiyah education that must be taught throughout the charitable efforts of education held in Muhammadiyah organization.

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<sup>1</sup> *Revitalisasi Visi dan Karakter Bangsa*, (Yogyakarta : PP. Muhammadiyah, 2009) pg. 41

<sup>2</sup> *Ibid*, pg. 41

Thus the implementation of the education program Al-Islam and Kemuhammadiyah is an elaboration of Muhammadiyah vision and Mission intended as one of efforts expected to support the struggle of Muhammadiyah, such expressed by Munir Mulhkan that; "With regard to the opportunity to break through the social and educational system in Indonesia, then the future of Muhammadiyah education depend to the success of Al-Islam Kemuhammadiyah"<sup>3</sup>.

Referring to the reason above, generally we can assess that pre-school education focus not only on academic ability that shown by value such more practice at current kindergarten education program. Pre-school age children are expected able to develop a value that will be internalize in daily life, especially based on Integrative Holistic Approach. Start from this reason, so the title of this paper would be : "An Integrated Learning Al-Islam and Kemuhammadiyah in Children Age 5-6 Years".

## DISCUSSION

**Al-Islam Kemuhammadiyah values.** With the issuance of Government Regulation No. 17/ 2010 on the Management and Delivery of Education and the Minister of National Education Regulation number 58/ 2009 on Early Childhood Education Standards Participants, in Islam as a perfect teaching have a strong commitment to build the character of mankind, that gave birth to the character and personality of the all major action built on the values of a noble character (*al-akhlaq-al-karimah*). The primary Islamic mission in life as the message and example of the Prophet in building a civilization of mankind, not the other to enhance noble character. Therefore Muslims and other religions all the energy continues to struggle through a variety of businesses and institutions that had to build the character of the Indonesian nation to become a leading nation in the face of other peoples.<sup>4</sup>

Due to various causes in the development path of life there are weaknesses in the body of the mentality of the Indonesian nation. Experts found a tendency Indonesian mentality that is not in line with the ethos of progress and superiority of civilization such as the nature lazy, dismissive quality, like bypass (shortcut), do not believe in yourself, no discipline, like ignoring the responsibility, on things like scented mystical, easily to mimic the western lifestyle and so on.

Of course, to see the problems above is not as simple as turning the palm of the hand we need a deeper we see that it is a long process as a foundation that begins with the main problems of education other than at school is at home, the parents as the first and primary educators should be lay a solid foundation, especially the values of educating and shaping the child's personality. It is contained on the verses of the Qur'an surah Al-Qalam : 4 which means: "And Thou truly virtuous character great." Hadith of the Prophet also said: "I was sent to perfect noble character (Bayhaqi)." Verses of the Qur'an and the traditions of the Prophet above shows that moral education or the value is very important in education. It becomes the highest expectations for the parents to their children in their desire to make a useful person for religions, communities and nations. With ideals and high expectations that parents really want their children to be the successor upholding the dignity of the family.

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<sup>3</sup> Munir Mulkan, *Pendidikan Al-Islam dan Kemuhammadiyah di Perguruan Tinggi*, Suara Muhammadiyah, Yogyakarta, 1999., pg. 98

<sup>4</sup> *Ibid*, pg. 44

In an effort to achieve that her son could become a useful person, the parents are willing to send their children to quality schools and prestigious albeit with a high finance, teaching their children to get a good fit the expectations of parents. In addition to the rigors of time that parents give to children not only in school but also children included courses so there is no time for togetherness, parents only provide the physical facilities at his son. While emotional approach ignored.

Knowingly or not the parents action was triggered because in the current education system only produce smart children logically but not emotionally intelligent. How high education cost is not a problem for those who have much money, as long as their children grow as expected. Though it be a parent mistake that only entrust their children to school while at home does not instill good values in their children, so the values obtained in school just a sweetener is not internalized in their life. While on the other aspect education is a conscious and deliberate effort to create an atmosphere of learning and the learning process so that learners are actively developing the potential for him to have the spiritual strength of religious, self-control, personality, intelligence noble morality, as well as the skills needed him, the people of the nation and the State.<sup>5</sup>

Indonesian people with strong character and personality of the nation that is attached to their selves who has the properties: (1) Religious: characterized by an attitude of life and personality pious, honest, trustworthy, generous, helping each other, and tolerant; (2) Moderate; shown by the attitude that life is not radical and personality reflected in the mid between individual and social, material and spiritual oriented, and able to live and cooperation in diversity; (3) Intelligent; which is characterized by a rational attitude to life personality, love of science, open and forward-thinking; and (4) Independent; which is characterized by the attitude and personality of an independent life, high discipline, thrift, respect the time, resilient, entrepreneurial, hard working and has a high national love without losing orientation of universal human values and relationships between nations civilization.<sup>6</sup>

Understanding of what has been stated above that for a nation character are values inherent virtue in every individual of every citizen and then manifest as personality and collective identity of a nation. The Indonesian people have values virtue crystallized into a model of social and cultural importance. Among those values is fighting spirit, longsuffering, promoting harmony, and mutual cooperation.

In addition to the above values that already exist and need to be also owned by the people of Indonesia are the values individually or collectively are as follows: **first**, the values of spirituality, the spirituality of the nation's high tendency can be developed into a dynamic spiritualism. Berkemajuan Spritualisme showing diversity, that diversity-oriented ethics or morals, and balancing between individual piety and social piety. Characters to life culturally advanced and superior. **Second**, the values of solidarity either assembled, unity and association, can translate the in the form of social solidarity and tolerance of differences. In addition to nationality solidarity to a viewer orientation that puts the interests of the nation above the interests or groups. Needs to be invested savageness transform and peaceful coexistence on elementary mutual understanding, mutual respect, and helping each other for the benefit and common progress. **Third**, the discipline values. The progress of the nation is plagued by a lack of discipline with respect to time and legal norms in force. As a result, the nation less

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<sup>5</sup> Indonesia Regulation No. 20/ 2003 on *National Educatioin System* ,(Depdiknas RI, Jakarta, 2003),pg. 11

<sup>6</sup> PP. Muhammadiyah, *op.cit.*,pg. 44

competitive and leeway permissive to legal norms, this needs to be changed so that the character of a nation can be realized with respect to time, thereby boosting productivity and competitiveness. **Fourth**, self-reliance values. International development has made the developing countries, including Indonesia, have a strong dependence on the major countries and developed in the fields of economics, politics, and culture. For that needs to be changed the character of the nation's developed that eliminate the inferiority to be a nation with a sense of confidence to stand equally with other nations. **Fifth**, the values of progress and excellence. Required achievement-oriented character with the spirit of hard work<sup>7</sup>.

As an application of the construction and development of such noble character has moral values of honesty, courtesy, kindness, cooperation, fair, frugal, and also needs to be instilled positive values such as creativity, self-respect, a friendly, peace-loving, caring, discipline, responsibility, confidence and framed with toughness values, as well as struggles. Planting these values starting from an early age, both within the family, school and community.

Holistic education is education aimed to build an entire dimension of the human, which is to build the social, emotional, motor, academic, spiritual, cognitive, thus forming a perfect man. The education system in Indonesia tends academic; all must be memorized. Even religious subjects are supposed spiritual-emotional assessed academic or memorized. The impact of smart child but no emotional intelligence. Emotional intelligence will determine the success of a person in society. Clever, but not cooperative and not creative, it will not be able to solve the problem.

**Integrative Approach.** In the curriculum 2004, students are required to be master in four skills, good language skills and compose it. Teachers should be able to choose an appropriate approach to each lesson. It is expected that the student learning outcomes can be maximized. In Big Indonesian Dictionary (KBBI), integrative are merging or union, renewal to be a unified whole. According to Suyatno (2004: 26), bringing together multiple aspects of integrative meaning in process. Integrative divided into inter study and among study. Inter study means that some aspects of the study of the field of study and then integrated. For example, learning to talk is integrated with learning listening and writing, while the integration of inter-study material from several fields of study. For example, Indonesian with math or other subject areas.

According to Djiwandono (1996: 10), an integrative approach is like a language. Language is an amalgamation of parts and components of language, which together form a language. Language is an integration of the smallest portions and shape into parts larger, which is gradual and tiered to form the larger part moreover which in turn is the largest formation in the form of the language completely. Meanwhile, according to (Murtiningsih: 2003), an integrative learning interview interviews learning integrated with the writing on the interview, write a summary of the opinions and introduce themselves and others in the official forums.

By looking at the various meaning of integrative approaches above, can be obtained integrative understanding of the concept. Integrative approach in improving the ability of a class XI student interviews in SMAN 1 strain is a combination of skill talk "interview" with the skill of writing "writing interviews" and write a summary of the opinions and introduce themselves and others in the official forums. Delivery of

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<sup>7</sup> PP. Muhammadiyah, *op.cit.*,pg. 48

learning materials through this integrative approach may lead students do not feel the movement of the material, the actual material in the actual learning is about talking, but integrated with the teaching of writing.

**Aspects of Early Childhood Development.** In the context of the kindergarten curriculum that is actually very relevant to this integration. This strongly supports the achievement of the six aspects of development in kindergarten, the moral and religious values, social, emotional and independence, language, cognitive, physical / motor, and the arts. To that end, learning approach used should be: [1] oriented to the principles of child development, [2] oriented to the needs of children, [3] to play while learning or learning while playing, [4] using a thematic approach, [5] Creative and innovative, [6] a conducive environment, and [7] to develop life skills.

## CONCLUSION

Based on what you have peeled the above discussion that integrated learning to increase the values of Al-Islam and Kemuhammadiyah, indispensable ways and strategies to be able to instill the values of holistic integratif AIK.

Integrated education is education aimed to build the whole human dimension, ie to build the social, emotional, motor, academic, spiritual, cognitive, thus forming a perfect man. For those reasons, the integrated learning is indispensable for embedding the values of Al-Islam Kemuhammadiyah include, among others such as: the value of purity, virtue and family values.

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# ADDITIONAL PAPERS

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# **POLITIC, POLICY, LAW AND GOVERNANCE**

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## **BUREAUCRATIC REFORM IN SOUTH TANGERANG CITY**

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### **Abstract**

Until early 2014, the Government of South Tangerang (Tangsel) not implement bureaucratic reform programs were significant. Three focus in this study, reform of organization structure, organizational strengthening and human resources (HR) reform. This study uses several theories related to bureaucratic reform, especially those related to the theory of Effective governance of Callahan (2007). Used descriptive qualitative approach by using observations, interviews and review of documents. The results showed that the implementation of bureaucratic reform in South Tangerang City has not done well, so that the effective governance has not been reached.

**Keywords:** *Bureaucratic Reform (BR), effective governance.*

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### **INTRODUCTION**

Bureaucracy is seen as a large-scale organization and has a broad scope to respond to the complexity of administrative tasks [1]. Although on the other hand, is considered bureaucratic obstacles, because hierarchical, inefficient, inflexible and ineffective and not autonomous. Such bureaucratic pathology, if allowed to continue to grow in the community will reduce the level of confidence in the service and performance of the bureaucracy.

In addition, local governments should be the spearhead of community service, but in reality, there are many regional heads are entangled corruption. While today's increasingly open society, requires a change of mindset and cultureset local government bureaucracy.

Therefore, in 2010, issued Government Regulation No. 81 / 2010 on Grand Design of Bureaucratic Reform as a guide for ministries, agencies and local governments to implement Reforms to support effective governance.

There are three objectives in Grand Design of Bureaucratic Reform, the first target (2010-2014), the second target (2015-2020) and the third target (2021-2025) as well as the nine areas of change. Nearing the end of 2014, each local government should have implemented the reform of the bureaucracy, including the South Tangerang City Government. However, the results prasuva, South Tangerang City Government apparently not implement bureaucratic reform.

Organization structure in South Tangerang City, identified rightsizing has not shown, as allegedly happened excess structure that does not follow the provisions of Regulation No. 41 / 2007 about Regional Organization Unit. In the area of the

organizational strengthening, employee empowerment is not optimal, because there are a number of employees who were recruited exceeds demand. Moral hazard is very thick visible in the removal or placement or rotation of human resources in South Tangerang City.

In the context of bureaucratic reform, restructuring necessary to refresh or revamp the organization structure and the function is not redundant, in order to avoid waste [2]. In addition to that appropriate structure of organization, making the organization effective and resulted in the government's performance in the public sector [3]. Local Government bureaucracy as an organization and is a sub-system which can not be separated from the influence of other environmental sub-systems [4]. Therefore, the Organizational strengthening is required, in order to improve the adaptability to the environmental development. Similarly, the issue of human resources, should receive greater attention in the development and management, as employees within an organization plays an important role [5].

Looking at the complexity of the problems in three areas of the above-mentioned areas of change, South Tangerang City Government should have carried out the reform of the bureaucracy. But in reality Tangsel City Government has yet to implement bureaucratic reform. Although, reform measures have been done, but not significant, so that the effective governance has not been achieved [6]. According to Callahan, so far the government has failed in realizing performance, therefore, effective governance should have measurable performance, accountability and public participation.

To see how the implementation of bureaucratic reform in South Tangerang City, this research tries to describe and analyze:

- 1). How is the implementation of bureaucratic reform in the areas of the organization structure, organizational strengthening and human resources in South Tangerang City?.
- 2). How is the implementation of an effective bureaucratic reform, which led to the establishment of effective governance?.
- 3). How does the model recommendation in the conduct of an effective bureaucratic reform in Tangsel City?.

## **RESEARCH METHOD**

### **2.1. Study Object**

South Tangerang City Government as a result of the expansion of the city of Tangerang, Banten Province in 2008 births Tangsel relatively new, because the new mayor definitive starting April 20 th 2000 by Airin Rachmy Diany. In terms of governance, Tangsel City has seven different districts and 54 villages with a total area of 147.19 km<sup>2</sup> or 14 719 ha [7]. While the Local Government Unit as much as 33 Local Government Unit (SKPD), Local Legislatif secretariat consisting of 1, 1 Regional Secretariat, Department 13, 6 Regional Technical Institute, Office 10 (including district and village) and 2 other Institutions.

### **2.2. The Research Approach.**

Descriptive qualitative approach used in this study to explain the phenomenon of bureaucratic reform in South Tangerang City, which is difficult to disclose the quantitative approach [8].

### 2.3. Research Focus

#### 2.3.1. Organization structure.

- a). Vision and Mission
- b). Organization structure
- c). Efficiency and Effectiveness.

#### 2.3.2. The organization Strengthening.

- a). Incentive system
- b). Empowerment of employees
- c). Leadership
- d). Organization culture
- e). Communication.

#### 2.3.3. Human Resources (HR).

- a). Recruitment and Appointment
  - b). Salary (Payroll)
- c). Training
  - d). Working Condition
- e). Performance.

### 2.4. Data Processing

The data source of this study consisted of 1). Informants as many as 34 people, selected by purposive sampling, 2). Events or occurrences, 3). Documents (written sources). While the data collection procedure is done through interviews, observation and examination of documents.

Once the data is collected, grouped and sorted according to the research focus, formulate ideas, themes and categories in the research findings, sought an alternative explanation for some of the problems found in the field, in order to avoid errors in interpretation data. And the final report.

## **RESULTS AND DISCUSSION**

### 3.1. Reform of the Organization Structure

#### a). Vision and Mission

In the context of bureaucratic reform, South Tangerang City Vision is not a problem, because it has strived to achieve a variety of programs. While the problem is application of the mission, especially mission Sixth, the "Enhancing Good Governance and Clean". In the context of bureaucratic reform, the sixth mission has not been able to be realized South Tangerang City Government, because there is still a high moral hazard. Harvesting costs are quite expensive licensing officers conducted in collaboration with the district and sub-district officials Licensing Service Agency. Placement, rotation and mutation of employees based on Corruption, Collusion and Nepotism.

The high moral hazard indicates bureaucratic pathology [26] in the body of the bureaucracy in South Tangerang City, resulting in inefficiency and ineffectivity. This is not in line with Law No. 28 of 1999 on State Implementation of the Clean and free of corruption. Moreover, not according to the objectives and desired outcomes of

bureaucratic reform in 2014, namely good governance, clean, free of corruption, collusion and nepotism [9].

#### b). The Organization Structure

The structure of organization in South Tangerang City still shows inconsistent regulation, confusion position and authority, overlapping and weak coordination, and emptiness employees in structure.

Regulation inconsistency seen between the Regional Regulation No. 6 / 2010 about The Regional Organization Unit Tangsel City with Government Regulation No. 41 / 2007 about The Regional Organization Unit and Regulation of the Minister of the Interior Technical Guide Structuring the regional organization unit as stipulated in No. 57 / 2007. The discrepancy between this rule, seen in Excess Total Technical Institute, excess amount of structure in leadership positions on education and the Group is lower than the subordinate.

Position Ambiguity and Authority looks at the placement position of Regional Disaster Management Agency and General Hospital in the structure of the Regional Secretariat. According to Article 15, paragraphs 4 and 6 of Government Regulation 41 / 2007, Regional Disaster Management Agency and hospitals can be categorized Regional Technical Institute, so as to be outside the structure Regional Secretariat, so that the direct responsibility of the Mayor through the Secretary, but is now directly accountable to the Regional Secretary.

Weak coordination and overlapping work programs occur at the Regional Environmental Agency with the Cemetery and Parks Department in Park Management. While Department of Cooperatives and small and middle business (DKUKM) with the Department of Industry and Enterprises (Disperindag). Based on interviews and observations, the results obtained in the personal void structure Technical Implementation Unit and Functional at each Regional Working Units .

In the context of the bureaucratic reform, among the rules should not be any difference and contradiction, since regulation as policy guidance, to support policy makers, to give details, to give indicators and information. Excess structure does not need to happen, because the structure of the downsizing (restructuring) is one of the agenda for administrative reform [10]. In addition creating regional organizations more proportionate, efficient and effective [11] and the goal of reform, namely efficiency, effectiveness and improvement of public services can be achieved [12].

It should not only be seen in the structure of boxes and lines form a hierarchy in the organization chart, but should be viewed as a whole organization, where there is division of labor in different tasks and coordination among them [13]. Coordination is necessary, when designing a structure, because coordination is one that needs to be developed in the design of structures [14]. With the coordination, indicating that the organization structure of the system of relationships, so the established communication and integration of all activities of an organization, both vertically and horizontally.

Personal emptiness can lead to negative prejudice, because they manipulate the data which impact on inefficiency and effectiveness. Manipulation of data and information must be prevented, therefore personal integrity and ethics is needed in bureaucratic behavior change.

c). Efficiency and Effectiveness

Excess amount of structure and personnel, timeliness and speed of completion of work as an indicator to look at efficiency. Excess structures occur in South Tangerang City, both of the number of regional organization as well as the fields contained in the organization structure. Excess number of employees seen in 8 of 33 Local Government Unit (SKPD) there. The ideal number of employees should have 550 people, but there is a real 1,227 employees. Thus the total number of excess employees 677 people.

Timeliness and speed the completion of the work, can not be said to work well, because the target is far from completion. Since 2012, the Job Analysis and Workload Analysis has been planned to be created and targeted to complete in 2013, but until this research is done, both of these products have not been resolved.

While effectiveness in South Tangerang City has not been successful, because only two achievements newly achieved, WTP Award (unqualified) in finance in 2012 and in the field of hygiene ADIPURA Award in 2013, but in 2014, the title of the WTP decreased to WDP (Fair With Exceptions).

Thus, efficiency and effectiveness in South Tangerang City is not in accordance with the principles of bureaucratic reforms outlined in the Grand Design of Bureaucratic Reform (2010). Therefore, to achieve, to be supported by a lean organization structure, procedures (governance) services are clear and not hierarchical as well as the capacity of human resources (HR) is adequate.

From the explanation of structural reform, the reform of the bureaucracy in order to achieve effective governance, Callahan (2007) suggested three elements, namely performance measurement, public accountability and public participation, which can be used as a knife to build effective Governance analysis.

In terms of performance measurement (Callahan, 2007), required good planning strategy, so that will help the organization focus. In the context of South Tangerang City, organization structure can not be measured as well as strategic planning does not yet have a clear standard. In this case, the vision and mission of the spirit of the organization's strategic plan was not followed up with the standards of good organization structure and planned from the beginning. Thus difficult to realize effective governance. Conversely, if performance measurement is based on the strategic plan, the policy direction, size and clear standards for the organization can be obtained, because the more performance oriented concrete and measurable results, as expected in one of the concept of Neo Weberian State (NWS), which results orientation.

In terms of public accountability, organization structure requires strict regulations and a clear and strong coordination, so that there is accountability operationally accountable. This is important in terms of accountability ureaucracy (Callahan, 2007) which emphasizes the control of control through rules and regulations firmly and clearly. This is a keyword accountability necessary in realizing the structure of the organization as well.

In terms of public participation, administrators elected officials in South Tangerang City was filled with moral hazard, so it looks administrator role as ruler and become the subject population. Public participation should run equally between the players and the public policy, because policy actors have a responsibility to their constituents to deliver the best accountability is not the act of moral hazard is not responsible. The ideal model of public participation is a model in which the population

as a voter - Administrator as Implementor (Callahan, 2007). This model depicts a representative democracy in which the administrator chosen as official by the people to represent their interests and administrators are given the responsibility to be the implementers of public policy.

### 3.1.2. Organization Strengthening

#### a). Incentive System

Incentive system is the overall revenue received by employees, in addition to regular salaries of Civil Servants or a fee for non-civil servants, which includes civil servants Income Supplement, Honor Events and Incentive Fees.

Special Civil Servants Income Supplement, is set in the Regulations Mayor Tangsel No. 4 / 2012 about the Granting Income Supplement. Giving of civil servants income supplement in South Tangerang City was considered quite large, compared with the city of Surakarta, Central Java. However, the high incentives have not been able to support performance improvement in the bureaucratic apparatus Tangsel City. This is because the amount of Income Supplement perceived civil servants have not received a fair and proportional.

Providing incentives necessary as rewards to employees, improving the welfare and performance. Therefore, the incentive is noteworthy, given the previous research [15], stated that the absence of a system of incentives causes work less efficient bureaucratic, unresponsive and unprofessional. Supposedly, a direct effect on employee welfare duties, responsibilities, authority and risk, and employee job performance is concerned [16]. However, the obligation of employees should also be arranged such that a balance between the provision of rights with obligations. The incentive should be based on merit-based analysis (performance), so that an increase in performance can be realized.

#### b). Employee Utilization.

From the results of the study found, the appointment of the Voluntary Labor implemented throughout and the amount exceeds the requirement. From 33 All Local Government Units, 8 All Local Government Units studied have as many as 843 people. This number exceeds the number of civil servants who ideally needs amounted to only 550 people. Means there is excess of 293 people the Voluntary Labor. Although there is The Home Ministry No. 814.1 / 169 / SJ in January 2013 on the Prohibition of appointment of Honorary Workers (including the Voluntary Labor), but it was ignored, because the payment salary is handed over to the respective local governments.

Freedom of recruitment caused by patron client relationship [17] Diffuse flexibility category, ie bond is flexible and widespread. This bond is not only based on kinship, but could be due to a variety of social status, are not limited to money and services, but also the power and strength of support. In addition, the behavior of the bureaucratic apparatus nuanced nepotism shows that bureaucrats are often involved in making policy agenda and instead elected officials (executives or politicians) are often involved in administrative matters, as illustrated by two of the Model Theory of Political Control over the Bureaucracy [18], although the professional bureaucratic apparatus, but following the instructions of the political leaders [19]. Thus, the political influence on the bureaucracy in South Tangerang City is very strong, so as to influence the bureaucracy in decision making, even though the policy is not "popular" (harming the institution).

c). Leadership

Two issues of leadership that is needed in an organization is Commitment, Coordination and Supervision. In the context of the reform of the bureaucracy, South Tangerang City Government leadership commitment is very low, because in reality, not realizing Grand Design of Bureaucratic Reform (GDRB, 2010), until the study was conducted. Similarly, the coordination and implementation in South Tangerang City, still looks low. This is demonstrated by the implementation of program activities overlap between the Regional Environmental Agency with the Parks Department and the Regional Health, and the Department of Trade and Industry (Industry and Trade) with the Department of Cooperatives and small middle business.

Commitment of leadership not only in the mouth and on paper as the government made the Integrity Pact, but must have the political will and political decision and proven real in an empirical level, as has been implemented by city officials, particularly in the Technical Implementation Unit Vehicle Testing motorized Transportation Department. reforms undertaken was the removal of all employees and be left only two employees and was followed by the use of information technology.

d). Organization culture.

In this study, Collusion, Corruption and Nepotism (KKN), Indiscipline and service culture is hierarchical as permissive on moral hazard behavior identified in South Tangerang City Government bureaucratic apparatus.

Culture of corruption seen in the arrest of Mayor Tangel husband and Chief Medical Officer of corruption related to the issue of the purchase of medical equipment in South Tangerang City [20]. The presence of not timely and the rest outside working hours, an indicator not discipline employees in South Tangerang City, although it has been using electronic absent system (fingerprint). Service is hierarchical look at some all local Government Unit like Subdivision Information and Data Service Agency Education and Training, Department of Health, the Regional Secretariat and the Office of Revenue Management Finance and Public Asset.

Corruption, indiscipline and services is hierarchical bureaucracy is a disease that can lead to disfunction of bureaucracy and weakness government capacity [21]. Therefore, the necessary reform of the bureaucracy, because one wants to achieve in bureaucratic reform in 2014 was the strengthening of good governance, clean, corruption-free [22].

e). Communication

The ability of the government to involve community participation in development and partnerships (networking) with private as well as the use of technology is part of the communication. The involvement of community participation has been made in the development plan consultation in South Tangerang City, both from the level of village, district to the municipal level. However, the final decision implementation plan development, are in the hands of local governments.

While the partnership, is still relatively low, because not all local Government Unit to cooperate with the private sector. Even so, some co-operation on education have shown that as the Department of Industry and Trade, BKPP, DKUKM and the Department of Education.

In the use of information and communication technology in South Tangerang City is still low, due to technology (computer) is only seen as a typing tool, not as a system of effective programs to improve productivity in bureaucratic organizations [23], as has been carried out in the Department of Transportation in Surabaya .

Based on the above analysis Organization Strengthening, In terms of performance measurement, the amount of incentive, the Government should create a bureaucratic apparatus Tangsel more diligent and disciplined, but has no effect on employee discipline. While one of the goals of incentives, so that the level of discipline is maintained and the performance achieved. This shows respect not succeeded in improving employee performance. Therefore, the required performance standards as the basis of size, so that stakeholders can control the behavior of employees by ensuring compliance with the performance standards of performance there.

In terms of public accountability, required accountability in the utilization of personnel, so that recruitment is carried out in accordance with the real needs of South Tangerang City. Accountability is also determined by the organization's commitment to leadership in bringing reforms in the region. Weak accountability of the organization have an impact on the ability and initiative in serving the community.

In terms of public participation, in reality not All Local Government Unit residing in South Tangerang City Government to implement cooperation, partnering, to network with private and public, so that most of the program activities are directly handled by the internal self-management based on education is concerned. Weak community involvement in the implementation of program activities in fact due to lack of communication apparatuses South Tangerang City Government.

### 3.1.3. Reform of Human Resources (HR)

#### a). Recruitment and Placement

From the research, found the recruitment and appointment of staff, both civil and non civil servants in South Tangerang City, not based on merit, competence and position analysis as well as the number of non-civil exceeds demand. This is due to the transfer of the province of Banten, Tangerang and influence politicians and the heads of a successful team. In addition, the emerging "Cipasera Dynasty" (Cilegon, Pandeglang, Serang and Rangkas) which is a continuation of "Dynasty ATUT" (Governor of Banten).

Based on the paradigm of bureaucratic political model, the phenomenon of removal and placement in South Tangerang City is a decision made as a result of the offer and compromise with the various elements of the organization in the executive branch. This means that the decision is based on the bureaucratic apparatus Tangsel agreement made, both among elected officials with members of the legislature (parliament), and between elected officials with supporting community or between bureaucrats with specific groups.

Dimensions of Behavior and Institutional Structure and Distribution of Power of Political Theory Bureaucracy can also explain the above phenomenon. Dimensions of Behavior shows that decision-making by the bureaucracy, especially in matters of human resources in South Tangerang City, due to bureaucracy or a beneficial interest as Exchange Theory [24] which is known as the Theory of Rent-seeking. This kind of behavior is considered deviant bureaucracy, because bureaucracy is seen as an individual who has emotions, values and goals that are not always in line with organizational objectives. Dimensions This behavior is also supported by that the

Bureaucratic Previous Research Rate Down (street-level bureaucratic) influence the political decision-making [25].

While the dimensions of Institutional Structure and Distribution of Power explained that the decision was made to accept deposits bureaucracy-deposit recruitment in South Tangerang City, does not stand alone, but are related to the authority of and in touch with formal organization. That is not on the will of the bureaucracy itself, but due to the influence of the officials who were in local government circles.

While the advent of Dynasty Cipasera can be explained by flexibility of the theory of diffuse Patron Client relationship, the kinship system formed as a continuation Atut Dynasty, because the Mayor is the sister-in-law Queen Tangsel Atut.

In the context of bureaucratic reform, HR is one of the areas of change and is spearheading the public service to achieve the goals of administrative reform [26]. Under the new Law No. 5 Year 2014 on State Civil Apparatus (ASN), recruitment of civil servants must comply with the requirements. For that each agency shall develop job analysis (anjab) and analysis of workload requirements (ABK). In article 58 of the Act, provision must be made public civil servants (article 60) and carried through: the stages of planning, vacancy announcement, an application, selection, selection results announcement, the experiment, and the appointment of a civil servant (Article 58).

#### b). Payroll System

Employee payroll issues has not been a problem, because it has been set by the central government [27]. As for the Power Honor and volunter Labour Tangsel regulated separately by the City Government.

Looking at the structure of the municipal government payroll Tangsel bureaucratic apparatus, it can be said welfare level is pretty good, except for employees who are still Honor employee and volunter Labour, because incomes are still low. Special apparatus bureaucratic civil servants, besides the addition of incentives, the government has raised the basic salary of an average 15% in 2004-2011, to 13 remuneration and earnings improvement for the lowest class of civil servants.

According Griendle, if the level of well-being has improved means it can affect performance enhancement, because experience shows that public services will increase performance, if well-paid human resources. Similarly, the statement Dao [28] that the experience of Asian Countries East servants are not motivated primarily because of the low salaries. It turns out that the results showed that the statement Griendle and Dao has not been proven in South Tangerang City, because the salary structure has not been functioning as a driver of improved performance [29].

#### c). Training

Training organized by the hierarchy more than Tangsel Technical and Functional Training. In addition, Technical and Functional Training is held, not been able to increase the capacity of employees, so the performance is difficult to achieve. To obtain additional quality training, human resource is not uncommon Tangsel government bureaucracy was sent for training outside South Tangerang City, as done by Regional Life Environment Agency.

Education and training as a mirror to see how the apparatus of bureaucracy and local government capacity Tangsel, due to the development of human resources in general to increase the capacity of individuals in order to carry out their responsibilities

in a professional and technical. This is supported also by regulation of the Institute of Public Administration No. 12 / 2013 on Guidelines for the Implementation of Educational Leadership Level III that is needed by the official bureaucratic apparatus, especially echelon III to define the vision and mission of the organization [30], so that in carrying out its duties, can realize performance and accountability of the public good.

d). Working Conditions

South Tangerang City Government working conditions can be said to be not conducive and does not support the provision of good service to the community. The three indicators that show the working conditions, among others: office in eleven locations, such as home and office form the store (shop), and the area of the room from each office looks narrow, so not free to work the dam provide services to the public.

The working conditions described above, indicates that South Tangerang City Government ignores infrastructure as one of the standards of public service. While in the context of reform of the bureaucracy, governance principle should lead to public service excellence, quality, efficient and effective.

e). Performance

South Tangerang City Government has not been able to show its performance, both in terms of quantity of work, quality of work and timeliness. The amount worked out by the Government of South Tangerang City, has not yet to show concrete results, only a widening of the road (infrastructure). However, the infrastructure is not fully resolved, because there are several roads have not completed the process, so it felt working with "half-hearted". Unqualified title too, because it does not provide a guarantee to the public that Tangsel be clean government, because there are some officials and Mayor Tangsel husband involved corruption.

Thus, the performance of the government bureaucratic apparatus Tangsel still low, there are time lags and inaccuracies in completing job. Although it has been awarded with a good salary, but have not been able to produce a good performance. This is contrary to the commitment of integrity pact has been signed the leaders and employees.

In Previous Research, noted that the performance of the bureaucracy to be low, because the bureaucracy is not capable of taking the initiative in serving the community. Being in the context of reform of the bureaucracy, the bureaucracy's performance must be converted into market orientation and involve private participation.

From the perspective of effective governance, performance measurement terms, the reform of human resources in South Tangerang City outcome not yet show measurable outcomes. Preparation of personnel formation is not completely based on job analysis and workload analysis, so that the allocation of budget resources and human resources Tangsel not meet the real needs of the organization, appointment in the office, promotions and transfers have not been entirely based on competence and performance. Salary structure in Tangsel not serve as a driver of performance improvement, training has not supports individual capacity plus working conditions have not been integrated, thus affecting the performance of individual or institution.

In terms of public accountability, incompetent staffing affect the performance and accountability, to be exact bureaucratic accountability (accountability of the organization), the accountability of the bureaucracy (organization) of the society on the

basis of the relationship between subordinate supervisors supported by a system of regulation and administrative procedures as a way of behavior.

In terms of public participation, the participation pattern occurs as the subject population as a ruler-administrator (Callahan, 2007), where the decision-making process, the public is not involved. Although MUSREMBANG has been implemented, but there is at the end of the execution of local government authorities.

Ideally patterns of participation that is built as a Co-Producer of Population, as Co-Producer Administrator. This relationship is described co-production and collaboration are ideal where residents and administrators collaborate with each other to solve the problem and solve it. This relationship indicates an active relationship with a shared responsibility for maintaining the strength and health of the community and the ability of public sector programs running. This co-production relationships improve trust and confidence in the public sector and the public more government support to be included.

## CONCLUSION

1) Reform of the bureaucracy in South Tangerang City, both in terms of organization structure, organization strengthening and human resources are basically in the process of running.

In terms of organization structure, performance success can not be measured, because the lack of strategic planning and regulatory standards are not clear, thus resulting in high moral hazard.

In terms of the organization strengthening, employee accountability have not seen, because of discipline, competence and low employee initiatives. Communication apparatus is weak, so that community involvement in policy development and program activities is low. Leadership commitment to reform the bureaucracy not yet seen.

In terms of human resources, employee placement in Tangsel not based on competence, performance and accountability so difficult to achieve in bureaucratic reform in South Tangerang City.

2). In order to realize effective bureaucratic reform in South Tangerang City, there are three determinants, among other things: a) the existence of standard operating rules, clear and unequivocal; b) the appropriate placement and utilization of human resources competencies; c) support the commitment and leadership that has a positive exemplary .

## RECOMMENDATIONS

For Short Term:

1). Increasing commitment by organizing special training for leadership and bureaucratic apparatus elements (staff), so that the level of their understanding of bureaucratic reform better.

2). Need to utilize an outside consultant Tangsel to immediately begin implementation of bureaucratic reform.

For Long Term:

1) South Tangerang City municipal government should conduct an open recruitment (transparent).

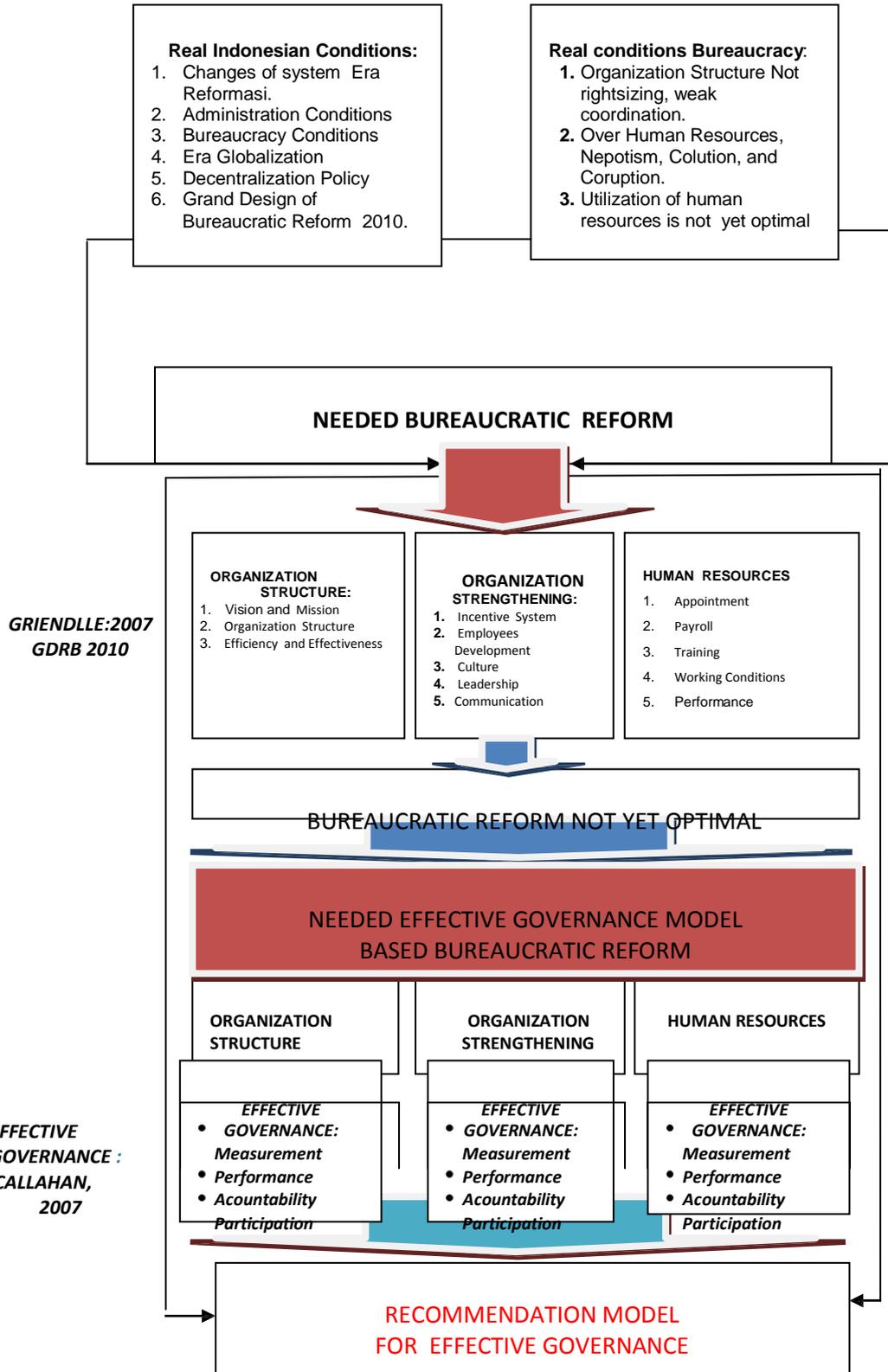
- 2) Human resources originating from the province or district central, repopulating tested immediately.
- 3) Immediately terminate workers who have reached retirement age and change with potential workers.
- 4) Reduce the amount that exceeds the needs of human resources, especially volunteer employee and Honor Employees.

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**Appendix 1**  
**Framework**



**Appendix 2.**

**Existing Model**

**First Step Towards Reforms**  
 1 Grand Design Bureaucratic Reform (GDRB, 2010-2025)  
 2 Socialization Reforms, 2013  
 3 Formation of Steering Committee and Implementation Team

Organization Structure	Organization Strengthening	Human Resources
1. Vision and Mission: Has not been implemented properly, especially the sixth mission. 2. Organization Structure: • Inconsistency Regulation • Confusion Authority • Overlapping, Lack of Coordination • Emptiness Employees in Structure 3. Efficient and Effectiveness: Not efficient and effective	1. Incentive system: Although there have been, but it has not been fair and proportional. 2. Empowerment of employees: Not optimal. 3. Leadership: low commitment 4. Culture: Dicipline is low, and the CCN is hierarchical. 5. Communication: • Networking is still lacking • The use of IT is not optimal	1. Appointment and Placement: • The appointment is not based on openness and merit system. • Placement is not based competency 2. Payroll: Have not been able to push the performance 8 Working conditions: Not conducive 3. Education and Training: • Does not support the capacity • Not based competencies. 4. Low performance.

**BUREAUCRATIC REFORM NOT YET EFFECTIVE**

**EFFECTIVE GOVERNANCE HAS NOT RUN**

Effective Governance(EG)	Organization Structure	Organization Strengthening	Human Resources
<ul style="list-style-type: none"> <li>• <b>Measurement Performance</b></li> </ul>	<ul style="list-style-type: none"> <li>• Strategic Planning has not yet clear standards</li> </ul>	<ul style="list-style-type: none"> <li>• Incentives do not affect the performance.</li> <li>• Not possess or run a clear performance standards</li> </ul>	<ul style="list-style-type: none"> <li>• Preparation of formation is not based on the crew.</li> <li>• The appointment is not based on competence</li> <li>• Promotion and mutations have not been entirely based on the competence and performance of human resources allocated have not been measured .</li> <li>• Payroll structure has not spurred an increase in performance</li> <li>• Training does not support the capacity of employees, thus not able to improve the performance</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Publi Acountability</b></li> </ul>	<ul style="list-style-type: none"> <li>• Moral Hazard High</li> <li>• Not to have the regulations and procedures as a way of administrative behavior</li> <li>• The controls are very weak</li> </ul>	<ul style="list-style-type: none"> <li>• lack of a reward system and punishment clear.</li> <li>• Empowerment of employees is not optimal.</li> <li>• Commitment low leadership</li> <li>• Low Culture discipline, corruption and hierarchical</li> </ul>	<ul style="list-style-type: none"> <li>• Appointment of HR is not based on: merit system, competence, giving rise to the human resources are not capable.</li> <li>• Education and training are not substantive, so it is not able to increase capacity.</li> <li>• Bring up the dynasty Cipasera</li> <li>• Moral hazard in the placement of HR</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Public Participation</b></li> </ul>	<ul style="list-style-type: none"> <li>• Lack of community involvement</li> <li>• Government relations with unequal society.</li> </ul>	<ul style="list-style-type: none"> <li>• Networking Low</li> <li>• External communication is still low</li> </ul>	<ul style="list-style-type: none"> <li>• Do not give room for the whole apparatus to be involved in the decision-making process more open / transparent, so the impact on the attitude / service provided to the public authorities .</li> </ul>

**Appendix 3:  
Recommendation Model**

Organization Structure	Organization Strengthening	Human Resources
4. Vision and Mission: Has not been implemented properly, especially the sixth mission. 5. Organization Structure: <ul style="list-style-type: none"> <li>• Inconsistency Regulation</li> <li>• Confusion Authority</li> <li>• Overlapping, Lack of Coordination</li> <li>• Emptiness Employees in Structure</li> </ul> 6. Efficient and Effectiveness: Not efficient and effective	6. Incentive system: Although there have been, but it has not been fair and proportional. 7. Empowerment of employees: Not optimal. 8. Leadership: low commitment 9. Culture: Discipline is low, and the Nepotism, Corruption and Colution is hierarchical. 10. Communication: <ul style="list-style-type: none"> <li>• Networking is still lacking</li> <li>• The use of IT is not optimal</li> </ul>	1. Appointment and Placement: <ul style="list-style-type: none"> <li>• The appointment is not based on openness and merit system.</li> <li>• Placement is not based competency</li> </ul> 2. Payroll: Have not been able to push the performance. 3. Working conditions: Not conducive 4. Education and Training: <ul style="list-style-type: none"> <li>• Does not support the capacity</li> <li>• Not based competencies.</li> </ul> 5. Low performance.

**EFFECTIVE GOVERNANCE APPLY**

Changes Area	Performance Measure	Public Accountability	Public Partisipation
<b>Organization Structure</b>	Having clear standards Strategic Planning	<ul style="list-style-type: none"> <li>• Having and implementing a set of regulations and procedures that are clear and unequivocal as the direction of administrative behavior.</li> <li>• Applying intensity control</li> </ul>	<ul style="list-style-type: none"> <li>• Expanding community involvement</li> <li>• The relationship with the public is the government equivalent.</li> </ul>
<b>Organization Strengthening</b>	<ul style="list-style-type: none"> <li>• Making incentives as a driver of performance.</li> <li>• Running a clear performance standards</li> </ul>	<ul style="list-style-type: none"> <li>• Providing a system of reward and punishment fair and clear.</li> <li>• Empowerment of employees optimally.</li> <li>• Enforcing Commitments leadership</li> <li>• Eliminate lazy culture, corruption and hierarchical</li> </ul>	<ul style="list-style-type: none"> <li>• Increase Networking</li> <li>• Extending and increasing the intensity of external communication</li> </ul>
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>• Formation based on its behalf.</li> <li>• Appointment based on competence</li> <li>• Promotion and mutations based on competence and measurable performance</li> <li>• Payroll structure to spur improved performance</li> <li>• Training to support the capacity and competence of the employees..</li> </ul>	<ul style="list-style-type: none"> <li>• Appointment of HR is not based on: merit system, competence, giving rise to the human resources are not capable.</li> <li>• Education and training are not substantive, so it is not able to increase capacity.</li> <li>• Bring up the dynasty Cipasera</li> <li>• Moral hazard in the placement of HR</li> </ul>	<ul style="list-style-type: none"> <li>• The entire apparatus is given a more open space / transparent to be involved in the decision making process, so that the impact on the attitude / service provided to the public authorities.</li> </ul>
Success Key Bureaucratic Reform Effectively in South Tangerang City			
<b>Performance Measures</b>		<b>Public Acoutability</b>	<b>Public Participation</b>
<ul style="list-style-type: none"> <li>- Commitment Leader</li> <li>- The Operational Standard Rules, Clear and Decisive.</li> <li>- Utilization of appropriate human resources competencies</li> </ul>			

**STRATEGIC STEPS**

Organization Structure	Organization Strengthening	Human Resources
1. Preparation of Regulations and Strategic Plan that Can Set The Right Organization Structure, and clear: <ul style="list-style-type: none"> <li>• Setting goals</li> <li>• Have a strategic plan</li> <li>• Redesign Work</li> <li>• Strengthen coordination of horizontal and vertical.</li> </ul> 2. Structuring Effective Organization Structure and Utilization of human resources firm that supports the appropriate competencies. Strict rules 3. Ensure consistency of policy direction Leader in accordance with the appropriate organizational structure: Consistency with the applicable rules	1. Preparation of Various Rules and Operational Strategies to Support Strengthening the Organization 2. Repair reward and punishment system fair 3. Placing HR Accurate and Appropriate Requirement 4. Develop leadership training in order to have a commitment. 5. The creation model at all levels of the organization. 6. Developing a culture of hard work and discipline of all the elements, especially the element of organizational leadership. 7. The use of information and communication technology. 8. Transparency in policy formulation	1. Preparing the System Rules of Fair and Transparent Utilization and Capacity Building. <ul style="list-style-type: none"> <li>o Use of the Merit System</li> <li>o Reduction in the number of employees</li> <li>o Education and training to increase the capacity and competence.</li> </ul> 2. The provision of decent wages and penalties for breaking the rules 3. Formulating the rights and obligations of employees are clear ..

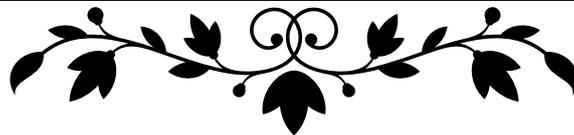
**BUREAUCRATIC REFORM AND EFFECTIVE GOVERNANCE IN SOUTH TANGERANG CITY**



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**CHILDREN, WOMEN  
AND  
FAMILY**

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## CONCEPT OF TRUST AMONG MARRIED COUPLES

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### Abstract

Trust is the key concept that plays an important role in various social situations ranging from interpersonal relationships to the change of the economic system. Across previous studies related to the concept of trust, there have been many approaches to topics such as social, psychological, political, and economic, personality, and religion. However, most of this approach believe that the concept of trust a more global view, or does not refer exclusively to personal relationships points. The concept of trust is particularly closely related to our relationship to the person closest to where it would appear at first glance. However, researchers do not always agree on the definition of the concept of trust or constructs contained within this term. For more than four decades ago, very few surveys or measurement scales that measure the concept of trust that was built especially to measure the concept of trust in the relationship or partner. However, a study on the concept of trust has begun to receive attention in recent years. Therefore, this study aimed to fill a shortfall in the previous studies related to the concept of trust in the relationship. This study will try to determine not only the concept of trust, but the theme of the concept of trust into components as a way to understand the aspects of the relationship between the spouses.

**Keywords:** *Trust, Married Couple*

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### INTRODUCTION

The concept of trust is a term that refers to a socio-cultural perspective that is associated with a communication concept that provides security, harmony, and well-being of individuals, couples, families and the community as a whole. The term of trust is derived from the Scandinavian and it is defined as a belief or faith in someone or something. More specifically, it is a belief that depends on the nature, ability, strength, or truth of a thing or a person (Merriam-Webster Dictionary, 1976). Individual's trust degree is a potential factor in influencing how well a function of the relationship. Trust has been defined in the dictionary as a firm reliance on the integrity, ability, or character of a person (Morris, 1981). Studies also show that trust relate to factors such as intimacy, dependency, faith, security, reliability, and a symbol of the relationship.

Trust is very important in any close relationship. Mutual give and take are crucial in dialogue to resolve the conflict and negative events and circumstances that arise between the couple (Boszormenyi-Nagy & Krasner, 1986). Communication and cooperation that exists as a result of trust is very important in a relationship, especially in the relationship between the married couples. Couples who have a high level of trust towards the state symbols of each other in their relationship with the couple who have a moderate level of trust displays a symbol that looks more negative for the couple and their relationship (Rempel, Ross, & Holmes, 2001; Johnson & Talitman, 1997). Thus,

the concept is very important to be aware of in a relationship and is very noteworthy to study mainly on married couples.

Across different contexts and cultures, the term of trust has a big difference either conceptually or categorical boundaries and other related concepts (Hardin, 2002). Everyone uses the term this way the concept of trust and different meanings. A concept such as confidence is often used as a synonym for trust (Kee & Knox, 1970), although some scholars such as Levin (1998) argued that trust and confidence were not equivalent constructs. There are many debates among scholars that exist in making sense of trust. Thus, these differences suggest exploratory study to examine how a person understand, interpret, and use the concept of trust. The present study focus on the married couples and to explore to what extent the relationship between husbands and wives.

### **The Origins and Development Trust as a Concept**

In terms of history, trust alleged to cause by a belief in God. Moreover, it is also identified as an act of reason, as the internal attitude, and as a process of psychological and interpersonal experience. From 1920 to 1950, the concept of trust evolved from the concept of relationship-oriented religion simply as a relationship with God to experience between people. Meanwhile, many scholars involved in the field of religion have also contributed to the process of evolution and transition, and they are the most explicit in showing the transition from faith to trust God alone to a broader term.

Trust is an important aspect of human experience. Trust is referred as "... the basic variables in human interaction and communication (Corzinni, 1977) and" ... one of the most desired features in almost every relationship "(Rempel, Holmes and Zanna, 1985). Rotter (1980) stated that "... trust is the key variable that affect human relationships at all levels. Interests trust has been widely documented and range from ancient times to modern day. Early as the year 50 BC, Publilius Syrus wrote that" trust is a soul that will not be returned after gone. "Historians, philosophers, poets, and politicians are also recognizing trust as an important element in interpersonal relationship.

Referring to the human experience, history has also recorded two fundamentally different views about the nature of trust in relationships: 1) Standpoint of religion and 2) Secular viewpoint. At first, trust seen as an act of faith results, obtained in the heart of relationship with God alone. Following the debate for decades in the religious community, the relationship of love and faith in God is seen as a projection of the trust was acquired in past experiences with parents.

Thus, the origin or location of trust attitude in the individual has become a major concern. At this time, research has adopted a secular approach and chose to focus entirely on human interaction. The academics generally agreed that trust is developed through human experience. Rotter (1968) states "One of the most important factors in the effectiveness of the current complex social organization is the willingness of an individual or a social unit to trust others." However, based on differences in personality or personal characteristics of individuals, researchers should identify the various social forces that affect the development of the attitude of trust in the relationship.

## Elements and Aspects of Trust

Kramer (1994) and McKnight et al. (1998) revealed the constructs to measure trust in term of psychological processes that guide for the evaluation of interpersonal trust are still infancy. These ambiguous constructs caused the misunderstanding of usage in the psychological perspective. For instances, some authors have suggested that trust is similar with attitude as both composed of the components of affective, cognitive, and behavioral (Lewis & Weigert, 1985; Barber, 1983; Kramer, 1994). Although researches on attitudes are ambiguous, generally support the difference between the attitude component of affective, cognitive and behavioral (Eagly & Chaiken, 1993; Stangor, Sullivan, & Ford, 1991). For example, Jackson et al. (1996) suggested that the diversity component approach attitudes (affective, cognitive and behavioral) are important to understand the attitudes of individuals towards others.

Research finding on trust studies found support for component-based trust was sometimes believed that the effects appeared to occur as a result of development gradual effects of shared values and common understanding between the individuals involved. By studying the relationships involving intimate partner or friendship, Johnson-George and Swap (1982) found that emotional trust was an important factor in the assessment of a spouse or companion. Similarly, other researchers have suggested, emotional involvement or "intuition" in the relationship plays an important role in the assessment of interpersonal trust (Rempel et al, 1985;. Lewis & Weigert, 1985). Therefore, the trust that introduced by McAllister (1995) is effect-based from the emotional bond formed in a couple.

McAllister (1995) also suggested that effects-based trust are more important in the long run than cognition-based trust. Zajonc (1980) argued that the affective component of continuous assessment was more sustainable than the cognitive component that is not yet clear. In partial support of this, McAllister (1995) found that the supervisory maturity of the relationship between the couples, trust to be associated with effects on behavior, instead of cognition-based trust. The findings of this research may not be able to determine whether it is suitable for those who are in the early stages of the relationship. Similarly, the "trust life-cycle model" by Lewicki and Bunker (1995) suggested that, at a more mature relationship, trust exist based on the introduction of a couple where the identity was the perception of shared values that appeared to be more effective than cognitive basis.

Support state that based component of trust is cognition comes from the argument that the guest trust is based on the cognitive activity that uses a person's knowledge about their target (Rotter, 1980, Luhmann, 1988). Consideration requires some kind of knowledge of cognition than those who trust the people who trusted. The information obtained can be considered rational or biased manner as stereotyping or maybe it was just ignored. The study by Shapiro et al. (1992) and Lewicki and Bunker (1995) suggested that some trust valuation was based on the rational calculation that act in a way that can be trusted. This includes aspects of trust in others that which one would think that the context of the target they have the same faith with them and thus will act in a way that can be trusted.

An interesting point here is that research showed that a person who was trusting in combining information obtained about their targets through early interaction between them (Shapiro et al 1992;. Lewicki & Bunker, 1995). McKnight et al. (1998) suggested that cognitive processes such as stereotypes are appropriate in the formative stages of

trust in the relationship. Research has shown that individuals continue to rely on stereotypes to make the process as quick judgments about others (Tajfel & Turner, 1986), although these considerations are based on limited information, such as age, gender and race. Thus, the cognitive processes in the early stages of the relationship may enable those involved to make the guest believe faster but this assessment may be based only on information that some compared to a non-individual information. Given the mechanism of marriage is usually to get a quick response can then be stated this is the kind of cognition-based trust and the most appropriate in the early stages of marriage.

With respect to component trust behavior, the majority of current research on trust has tried to identify behaviors that become manifest to believe that play an important role in maintaining the trust relationship. For this reason, many believe the list of behavior has been established, for example, showed kindness, openness to others, and have good judgment and the ability to give and receive (Gabarro, 1978). Given the lack of ability to measure behavior directly, Schoorman et al. (1996) and Mayer and Davis (1999) stated that "the desire to engage in trusting behavior" can be regarded as a proxy for behavior trust. Also, Mayer and Davis (1999), reported that there is a clear conceptual distinction between the intention to trusting behavior and the perception of the target.

In summary, "trust" appears to be a variety of constructs, and in an effort to develop a comprehensive model to predict the determinants of trust, one must recognize the basic psychological processes involved in shaping the guest trust. For this purpose, a measurement based on the effects of cognition-based and seen as a supplement to the results of measurements of behavior or someone who wants to believe the intention to act. Moreover, it is also a component of the right to believe in the study of social psychology. Since there are different psychological basis for this component, the researchers looked at the obvious benefits of each model study, because all of them can produce different views in formulating constructs believe.

## CONCLUSION

Exposure and the issues raised in this chapter raises awareness in reviewing issues related to the concept of trust in the relationship between married couples because it seems very important in making a relationship last and smoothly as desired. Exploration in terms of the definition of the concept of trust as well as the reasons for the trust in the relationship and the couple are specific to married couples still less run the country, then this study is capable to fill the shortfall. Moreover, the construction of the instrument that measures the trust in the relationship between married couples using local subjects as an initiative to produce results that correspond to the norms and the local context.

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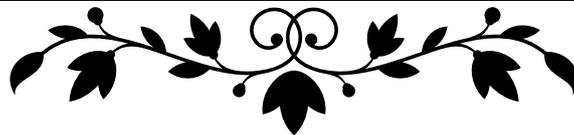
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# **ECONOMIC, FINANCE AND MANAGEMENT**

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# **THE LEADERSHIP, ORGANIZATIONAL CULTURE, MANAGEMENT CONTROL SYSTEM AND PERFORMANCE (The Empirical Study on The University of Muhammadiyah in Indonesia)**

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## **Abstract**

The purpose of this study was to develop and test a model to assess the influence of leadership style and organizational culture on organizational performance through management control system. The population in this study is the University of Muhammadiyah in Indonesia, the observation unit and the Graduate Studies Program that exist within the Muhammadiyah University. The methodology used is quantitative by using explanatory research approach and causality verificative test. Data were obtained through questionnaires to all respondents spread accompanied by in-depth interviews. In addition, field studies were conducted also include *focus group discussions* (FGDs). This study is targeting outcomes or concrete and measurable outputs, namely: 1) The results of research that meets scholarly standards, can implemented, and has a theoretical basis and strong empirical base; 2) seminars; 3) scientific publications in journals nationally accredited (at least two), 4) scientific publications in international journals (one piece); 5) the policy framework; 6) creation of a longitudinal database, which covers the entire population of University of Muhammadiyah in Indonesia; 7) Preparation of an action plan for improvement measures organizational culture, organizational strategy, and leadership, to boost the performance of University of Muhammadiyah in Indonesia; and 8) the completion of four student thesis Master Program.

**Keywords:** *Leadership, Management Control Systems, Organizational Culture, and Organizational Performance.*

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## **INTRODUCTION**

In a world where globalization has occurred at this time, the organization requires the use of management control systems in order to implement the strategy that lets organizations maintain competitiveness in the long term to cope with the competitors (Armash & Kord, 2010). An organization comprises a group of people working together to achieve a common goal. Organization led by a leadership hierarchy, where the top leadership (including intermediate) deciding the overall strategy that allows the organization to achieve its objectives.

Management control process is the process by which leaders across levels to ensure that the subordinate employees as they implement the strategies that have been set. Management control is the only device that is used in implementing leadership strategies, through the organizational structure, human resource management and organizational culture (Anthony & Govindarajan, 2009).

The role of leadership and its impact on organizational design companies have disappeared from the accounting literature since 20 years ago. Economists are beginning to acknowledge the importance of the role of leadership in a company (Bolton et al,

2008, in Abernethy et.al 2010). Research results Abernethy et. al. (2010), based on data collected from 128 leadership responsibility center, showed that leadership style is a significant predictor of the use of planning and control system as well as a performance measurement system to appreciate the leadership at the lower levels. Besides, it was also found that leadership style affects the use of planning and control system. Bolton et al (2008) in Abernethy et al (2010) describe the practice to develop a conceptual framework of leadership and leadership including the five elements, namely: (1) forming a vision, (2) communication, (3) empowering others, (4) the execution and (5) integrity.

On the other hand, history has proven that the Muhammadiyah as one of the major organizations in Indonesia, has been taking part in advancing education in Indonesia. Higher Education is one of the Muhammadiyah Muhammadiyah charitable efforts in the field of education, with a total of as much 172. Muhammadiyah universities, however, interesting to note that in the long journey, there are currently only 3 (three) of the 172 colleges included in the 50 major universities in Indonesia.

This condition is not only experienced by Muhammadiyah universities, but also by other private universities in Indonesia. Recognizing this, the research question posed is 1 Is there any influence of leadership style on organizational culture? 2 Is there an influence of leadership style on organizational performance? 3. What are the effects of organizational culture on organizational performance?. 4. What are the effects of leadership on management control system? 5. Do there is the influence of organizational culture on management control system? 6 Is there any influence of management control systems to organizational performance? 7 Is there an influence of leadership style and organizational culture on organizational performance through management control system?

## Literature Review

**Leadership.** Jaharuddin (2004), defines leadership as the ability to influence a group of people towards the goal achievement. A successful leader must be able to build trust by giving more freedom to employees to act and make decisions more independently. In addition, leaders should provide clear guidance on the achievement of objectives to employees through communication and encourage them to feel confident and able to take risks in completing the work.

This approach to leadership tasks differ between individuals with one another, they adopt a different way of defining the vision and communicate it to employees; different approaches to communication; differences in the extent to which employees are empowered and differences in the way in which the vision is implemented through the choices monitoring and control. These differences are caused by personality traits and behaviors of the leaders in the management literature is called "style of leadership" or "*leadership style*", which is a style that is used to influence "others to understand and agree on what needs to be done and how to do it, and simplify business processes in a person or a group to achieve a common goal "(Yukl, 2005 in Abrenethy, 2010).

However, recent studies comparing the latest on leadership and *transformational* leadership *transactional* leadership (Ogbonna and Harris, 2000). Anthony, et. al. (1996) argues that, some leaders can successfully establish leadership style to develop a new working atmosphere that is oriented to quality. Organizations need a strong system of

internal control to safeguard critical assets, such as cash, equipment, and others. Performance appraisal system in many organizations related tasks such internal control (Kaplan & Norton, 2001).

Subsequent research has produced a nine-factor models including the five pointer *transformational leadership* (*idealized influence [Attributed], idealized influence [behavior], inspirational motivation, intellectual stimulation, and individualized consideration*), three pointer *transactional leadership* (*contingent reward, management by exception [active], and management by exception [passive]*) (Homrig, 2001).

Universities characteristics different from the manufacturing business entities, as well as other service providers companies. The main difference lies in the delivery of products / services that deal directly with customers. Leader Higher Education oversees the dean, chairman of courses and lecturers who all are colleagues and peer group, because it is a power-oriented leadership style will be less effective than the leadership style oriented expertise (expertise) and behavioral. Sub-ordinate groups in Higher Education is a source of strength and power of program implementation thinking. The right leadership style will legitimize the leadership so that the sub-ordinate to the voluntary program will support the leader (Kelley, 2002).

**Management Control Systems.** Management control process is the process by which leaders across levels to ensure that the subordinate employees as they implement the strategies that have been set. Management control is the only device that is used in implementing leadership strategies, through the organizational structure, human resource management and organizational culture (Anthony & Govindarajan, 2009).

In summary Anthony defines the management control as the process by which leaders influence other members of the organization to implement the organization's strategy. Definition has two important implications. First seen as a management control process behavior: management control for leaders to use their influence towards other members of the organization. This influence is not done arbitrarily, but with the aim to implement the organization's strategy. The second implication, management control and strategy aimed at the achievement of organizational goals. Ideally, the two are mutually intertwined implications: the leaders succeeded in influencing other members of the organization in a manner such that to achieve organizational strategy. So, one thing that becomes the main consideration of the design and use of management control systems is how the members of the organization can be influenced in such a way that they truly act and make decisions for the benefit of the organization and the stakeholder. (Noeverman, 2007).

The research done by Abernethy (2010), focusing on the three control options related to the key elements of leadership: communication, employee empowerment and execute the vision. Here assessed how planning and control system is used by the leaders (*Planning and Control System -PCS*) to communicate to the executive in the company; the extent to which a leader delegate specific managerial decisions (eg decisions relating to human resources, marketing, internal processes, etc.), as a means to empower subordinates; and use of performance measurement systems (*Performance Measurement System - PMS*) as a means to implement and ensure the achievement of corporate goals.

**Organizational Culture.** An important reason that explains the interest in organizational culture is a statement that a particular organizational culture led to an improvement in the financial performance of the organization (Kreitner & Kinicki, 2003). Culture can have an influence on the behavior, productivity, and employee expectations. Culture provides a standard measure of performance among employees, for example by providing clear guidelines for attendance, punctuality, and matters relating to quality and customer service. Furthermore, organizational culture is the assumption, beliefs, values and norms adopted by the members of the organization (Schein, 2004). Rose (2008), argues that employees must understand the culture of the organization and implement them fully and top management should provide appropriate guidance to give a direction and motivate employees to achieve corporate goals.

Sustainable competitive advantage is a function of management practices adopted by companies in implementing corporate strategy. Required right strategy and competitive advantage for the company to achieve the goals. However, as good as any established strategy is not sufficient in the absence of the implementation of the strategy. For the successful implementation of strategies and create competitive advantage needed an organizational culture that supports, which can adapt to external environment (Ijose, 2009).

**Organizational Performance.** In this global era, hence the "competitive advantage" of a country to other countries is to be the determining factor in order to survive, play, and compete. Performance shows something related to the company. The strengths are understood to be used and the weaknesses must be known in order to be improved. Performance is an important thing to be achieved by any company anywhere, because the performance is a reflection of the ability of the company in managing and allocating its resources.

(Wheelen and Hunger, 2012), defines the performance (*performance*) as follows:

*"Performance is the end result of activity. Which to select measures to assess the performance depends on the organizational unit to be appraised and the objectives to be Achieved. The objectives that were establish Earlier in the strategy formulation part of the strategic management process (dealing with profitability, market share, and cost reduction, Among others) should certainly be used to measure corporate performance one the strategies is implemented. "*

Thus, the performance is the end result of an activity, which the measures are chosen to assess the performance depends on the organizational unit will be assessed and the targets will be achieved . Furthermore, in particular the strategic leaders choose financial goals that they want to achieve, among others, : growth targeted (*growth*), profitability (*profitability*) and *returns to shareholders*. And they measure whether these objectives can be achieved or not. One of the reasons for the use of financial performance measures are due to be considered objectively measure financial performance of a company. The financial performance or organization can be compared with other companies (Hills & Jones, 1998: 387). The main objective of performance assessment is to motivate employees to achieve the organization's objectives and in complying with the standards of behavior that have been set previously, in order to produce results that were expected. Standar actions and behaviors

can be either a formal management policy or plan as outlined in the budget. Analysis of college performance assessment can be done by formulating several initiatives that college performance can be achieved in a comprehensive, coherent and measurable in an effort to provide teaching, learning and research activities, as well as to improve customer service, keeping employees motivated and improve information systems (Cribb and Hogan , 2003).

## METHODOLOGY

The research method used is quantitative by using an explanatory research approach and the *causality verificative test*. Data were obtained through questionnaires to all respondents spread accompanied by in-depth interviews. In addition, field studies were conducted also include *focus group discussions* (FGDs). This study used primary data derived from responses to questionnaires sent to the heads of study programs both undergraduate and graduate, faculties of each Universities of Muhammadiyah in Indonesia. The data will be compiled from responses to questionnaires were returned, then be regarded as the *response rate*. Questionnaire was sent via express mail to the respective universities Muhammadiyah. The unit of observation or respondents in this study are the head of faculty and university courses as well as chairman of both undergraduate and graduate program. Consideration of respondent selection are: 1) They are considered to understand each function or activity operations under his leadership, 2) They are answer on the performance achieved by the organization, 3) They carry out the functions of leadership and policy decisions in any decision-making with respect to any activity within the organization, 4) They have a role in influencing the behavior of their subordinates.

According to the Data Center Muhammadiyah, Muhammadiyah has 155 colleges that consists of 40 universities, 88 high schools, 23 colleges, 4 technical colleges, and 14 Universities of Aisyiyah. Here researchers use measurements of 5 points Likert scale of measurement. Each point statement provided 5 alternative answers to choose respondents namely: always with a value of 5 to never with the value 1.

In this case the preparation of a questionnaire based on a list of questions that have been carried out by previous investigators who conduct research on the relationship between organizational culture and management control systems Durendez and Garcia (2008), Armesh, Salarzahi and Kord (2010) with some modifications. To measure the variables of leadership style and performance refers to the results of research Mohammadi, Reza & Mostajabi (2013), Ogbonna and Harris (2000) with some modifications based on the literature and previous research. Data obtained from the results of the research are then processed using data analysis techniques, namely *the Partial Least Square (PLS)*. Partial Least Square (PLS) analysis is a *powerful* method because not based many assumptions (in Ghozali Wold, 2008).

## CONCLUSION AND RECOMMENDATIONS

Based on the background, purpose and benefits of research, theoretical studies and initial data collection as described in previous chapters, the following is the conclusion that we can deliver include:

- 1 Many studies have focused on identifying leadership behaviors. In this view, successful leadership is more dependent on the behavior, skills, and appropriate

- action and less dependent on private properties Yukl, 2005 in Abernethy, 2010). Chief of Higher Education oversees the dean, chairman of courses and lecturers who all is a colleague and peer group, because it is a power-oriented leadership style will be less effective than the leadership style oriented expertise (expertise) and behavioral. Sub-ordinate groups in Higher Education is a source of strength and power of program implementation thinking. The right leadership style will legitimize the leadership so that the sub-ordinate to the voluntary program will support the leader (Kelley, 2002).
- 2 At the level of organizational culture is the glue that is keeping the social and normative unity organisasi. All of the employees must understand the culture of the organization and implement them fully and top management should provide appropriate guidance and the direction to motivate employees to achieve corporate goals. Sustainable competitive advantage is a function of management practices adopted by companies in implementing corporate strategies (Rose, 2008). Required right strategy and competitive advantage for the company to achieve the goals. However, as good as any established strategy is not sufficient in the absence of the implementation of the strategy. To be successful implementation strategies and create competitive advantage needed an organizational culture that supports, which can adapt to external environment (Ijose, 2009).
  - 3 Organizations need strong internal control systems to secure critical assets, such as cash, equipment, and others. Performance appraisal system in many organizations related tasks such internal control (Kaplan & Norton, 2001). In a world where globalization has occurred at this time, the organization requires the use of management control systems to execute a strategy to enable organizations maintain competitiveness in the long term in order to cope with its rivals. (Armash & Kord, 2010). Management control process is the process by which leaders across levels to ensure that the subordinate employees as they implement the strategies that have been set. Management control is the only device that is used in implementing leadership strategies, through the organizational structure, human resource management and organizational culture (Anthony & Govindarajan, 2009).
  - 4 In order to improve the performance of an organization, alignment of organizational goals and individual in the organization is important. The aim of principal performance assessment is to motivate employees to achieve the organization's objectives and in complying with the standards of behavior that have been set previously, so the results are as an expected and implemented. The behavior standard can be either a formal management policy or plan as outlined in the budget (Wheelen and Hunger, 2012). Analysis of college performance assessment can be done by formulating several initiatives that college performance can be achieved in a comprehensive, coherent and measurable in an effort to provide teaching, learning and research activities, as well as to improve customer service, keeping employees motivated and improve information systems (Cribb and Hogan , 2003).

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