# 16th International Symposium on Management (INSYMA 2019)

Re-Drawing Your Future, The Existing of Dynamic the Firm's Competitive Advantage in Hyper Competition

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This study aims to examine the influence of Social Capital, Financial Attitude, and Financial Self Efficacy on Financial Inclusion. This research was conducted on Micro, Small, and Medium Enterprises (MSME) in Jakarta in 2018. The sampling method is incidental sampling. The subject of this research was...

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Arif Herlambang, Werner R. Murhadi, Devia Cendrati

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Clara Claudia Gunawan, Werner R. Murhadi, Mudji Utami

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Ferdinandus Yohanes Nugraha Sutrisno, Putu Anom Mahadwartha

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Gladys Vashella Kumalasari, Werner R. Murhadi, Liliana Inggrit Wijaya

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Joshua Hendra Edward, Deddy Marciano

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The effect of good corporate governance on dividend policy Kania Ester Gunawan, Werner R. Murhadi, Arif Herlambang

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# Risk based bank rating and stock return a case study on state-owned bank in Indonesia

Sutrisno, Bagus Panuntun

The purpose of this research is to examine the effect of bank soundness as measured by risk based bank rating on stock returns. Risk based bank rating consists of risk profile (credit risk-NPL and liquidity risk-LDR), GCG disclosure, earnings (return on assets-ROA and operating expense to income ratio-OEIR),...

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Maria Elizabeth Lanny Kusuma Widjaja

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Norse Indraswati Ardiansyah, Noviaty Kresna Darmasetiawan

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The effect of competence, emotional quotient, and financial quotient on the business performance of small and medium enterprises in Surabaya, Indonesia

Siti Mujanah, Tri Ratnawati, Amiartuti Kusmaningtyas

This study aims to analyze the effect of competence, emotional quotation, and financial quotient on the business performance of Small and Medium Enterprises (SMEs) in Surabaya, Indonesia. The study was conducted on 75 SMEs in Surabaya that run food and handicraft businesses, have about 10 to 50 employees...

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Vania Chastine, Noviaty Kresna Darmasetiawan

The goal of this research is to explore the Cinderella complex phenomenon on working women. Women with Cinderella complex tendency can feel that they are in an unrescueable condition, need men to save them, and ultimately limit their potential. The questions from this research are (I) why does the Cinderella...

# The effects of integrity, entrepreneurship, knowledge, leadership to succession in first generation family business

Andreas Wijaya, Brendi Wijaya

Family businesses have important contributed in Indonesia, this survey is supported by PWC of 95% of companies in Indonesia are family companies. Several researcher has underlie the reasons why family companies fail to maintain the long-term business, but the most problem discuss in family business failure...

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Andhy Setyawan, Tuwanku Aria Auliandri

Over the past decade, the rapid development of the internet has changed the business scope of many industrial sectors, including the tourism sector. The existence of the internet eases young travelers to choose tourist destinations, accommodation, and transportation that are used through Online Travel...

# The effects of assortment and utilitarian motive to purchase decision in supercenter

Andreas Wijaya

This research studied about the effect of assortment and utilitarian motive to purchase decision in Transmart Supercenter Cempaka Putih. Indicator of purchase decision was measured by: problem introduction, search information, alternative evaluation, purchase decision, post purchase behaviour, indicator...

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Annisa Dieni Eka Putri, Ms. Indarini, Dudi Anandya

The purpose of the study is to analyze and determine the influence of brand communication, brand image, brand satisfaction, and brand trust on brand loyalty of Teh Pucuk Harum in Surabaya. This study used 170 respondents who are residing in Surabaya, minimum education level of high/vocational school,...

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The effect of e-mass customization in the dimension of consumer's perceived value on satisfaction and loyalty of luxury brand consumers in Indonesia

Gregorius Kevin Soesilo, Dudi Anandya, Ms. Indarini

This study aims to analyze the effect of dimensions of Consumer's Perceived Value on Satisfaction and Loyalty of luxury brand consumers in Indonesia. This research data processing used Structural Equation Modeling (SEM) with Statistical Package for Social Sciences program (SPSS) version 18 and LISREL...

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Hayuning Purnama

The research aims to determine the direct and indirect effects of green packaging and green advertising on brand image and purchase decision of Teh Kotak product. This research is explanatory research using a sample of 100 Teh Kotak consumers in Surabaya. The analysis technique used was path analysis....

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The purpose of this study is to examine the effect of consumer doubt, skepticism, familiarity, value for money, information seeking, and aesthetic design on purchase intention of low-technology innovation of the local product. There are 7 variables used for this research, namely consumer doubt, skepticism,...

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Stephanie Yolanda, Christina Rahardja Honantha, Andhy Setyawan

This study examines the relationship of perceived quality, perceived value, and customer satisfaction on the future intention of a basketball event. Quantitative and causal type research was adopted for this study. The questionnaire used was adopted from Ferran Calabuig Moreno et al. (2014). The purposive...

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Football is considered one of the most popular sports in the world. As a result, a reputable football club is deliberated to be a promising partner as it has many fans. Today, football is widely used by companies as the brand of products, including the financial sector in Indonesia. Several well-known...

The influence of innovativeness, involvement and use of social media to travel content creation for Surabaya's traveler

Ulfi Olivia Luthfatul Latifah, Veny Megawati, Fitri Novika Widjaja

The purpose of this research is to find out and analyze the use of social media to share tourist information through online content. The results of this study show the influence of making social media on travel content, innovativeness, and involvement of Surabaya travelers in sharing tourist information....

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The impact of interactivity of electronic word of mouth, e-quality of the website, decision support satisfaction on customer loyalty of Mataharimall.com Yunita Corazon Agino Pioh, Innocentius Bernarto

Nowadays, companies are required to act swiftly, being decisive and accurate in running the business as well as making decisions to face the growing competition in the business environment that moves dynamically and filled with uncertainty. The purpose of this study is to analyze and test the positive...

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Dr. Suyanto, Ludhityan Bagus Riadi

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Food waste management program design using a comprehensive benchmarking method: a case study in Bytedance Inc, Beijing, China Eddo Natalion Wijaya Putra

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The relationship between out of stocks and total settlement in Coca Cola Official Distributor at Betro-Surabaya

Raka Prameswara, Stefanus Budy Widjaja Subali, Markus Hartono

Coca Cola is a company that produces one of the biggest Non Alcoholic Ready to Drink (NARTD) in its market, but The DIFOTAI (Delivery In Full On Time and Accurate Invoice) in Coca Cola Official Distributor (CCOD) at Betro is under the standard which is 95%. As the out of stocks is the first internal...

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# The concept of knowledge management in the application of migrant workers protection using SECI model

Rangga Sidik, Deden Abdul Wahab, Yeffry Handoko Putra, Leonardi P. Hasugian, Yusrila Y. Kerlooza

The purpose of this research is to create the implementation design concept for the government to give the protection of Indonesian migrant workers. The concept of knowledge management adapted from SECI Model mechanism gives a wide picture of how migrant workers should be. In this research, a qualitative...

Companies in Indonesia in the vortex of global economic disruption Ahmad Zafrullah Tayibnapis, Lucia E. Wuryaningsih, Radita Gora

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Dr. Suyanto, Yenny Sugiarti

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Dr. Mahyarni, Astuti Meflinda

Sharia SME has a very important role in the economy and is one of the supporting factors in the development of the tourism sector. This study aims to examine and analyze the influence of green economy on business development and performance, the influence of social benefit on business development and...

## The eminence of the 4th industrial revolution: how it transformed management accountants

Siti Zaleha Abdul Rasid, Sarah Athirah Saruchi, Rina Salwani Mohd Tamin

The awakening of modern technologies in the era of this 4th Industrial Revolution (4IR) has tremendously affected the whole landscape around the globe including the business sector. To be aligned with the technological advancements, management accountants have to keep proactive and prepare for any unexpected...

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Management commitment to service quality and service recovery performance of customer service officer at PT. Bank Central Asia, Tbk. Surabaya-Indonesia

Liem Siu Lan, Joseph Lodovicus Eko Nugroho

The purpose of this study is to determine the effect of Management Commitment to Service Quality (MCSQ) on service recovery performance in the bank, by mediating organizational commitment and job satisfaction. Recovery efforts for service failures in banks are a very important factor because a bank is...

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Effect of food quality, service quality, atmospherics, other customers and emotions on loyalty at De Soematra 1910 Restaurant Surabaya Natasya Lienovia Kuandy, Juliani Dyah Trisnawati, Veny Megawati

This study aims to measure the variables of food quality, service quality, atmospherics, other customers, and positive & negative emotions on customer loyalty. An empirical study was conducted by distributing a questionnaire to 150 respondents who are De Soematra 1910 Restaurant Surabaya customers. The

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The effect of gastronomy and destination attractiveness on satisfaction and behavior intention in traditional cuisines in Yogyakarta Siti Rahayu

The study aims to provide an integrated model to explain the effect of gastronomy and destination attractiveness on tourist behavior. The survey was conducted in Yogyakarta with the target of domestic tourist respondents. Analysis of Structural Equation Modeling (SEM) was used to test the hypothesis...

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Winny Handayani, Fitri Novika Widjaja, Veny Megawati

This study aims to reveal the effect of service quality on the satisfaction of Low-Cost Carrier (LCC) service users in Indonesia. The purpose of this study is to determine the effect of service quality through tangible features, flight schedules, service provided by ground staffs, service provided by...

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Freddy Mutiara, Ambang Priyonggo

Disruption in information technology has caused newspapers experiencing a significant decline in revenue in terms of the number of customers and advertising. However, the efforts of print media companies in Indonesia to expand their customer base and revenue by expanding into online media platforms have...

## Trust, collaboration, and quality management in model of agro-tourism kampung Salak Bojonegoro

Noviaty Kresna Darmasetiawan, Joseph Lodovicus Eko Nugroho, Dessy Alphatonia Christy, Choirul Anam

Alteration strategy from competitive strategy to collaborative strategy is one tough challenge exclusively when it comes to business problems and enactment to similar business, including agribusiness. The research questions proposed in this research are: (1) Why do entrepreneurs who play a role in the...

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## Succession role of indigenous and non-indigenous family business in Indonesia to achieve business sustainability Sofi Hidayah

This study aims to conduct a deeper study of the succession stages that occur in the family business through the stage of pre-succession (introduction/initiation) and the stage of the succession process (integration and involvement in management) to see how the succession of family business is able to...

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# Balanced scorecard on accountability of government institution performance

Suyanto

Sekolah Tinggi Ilmu Ekonomi IPWI, Jakarta, Indonesia

L. B. Riadi

Universitas Pancasila, Jakarta, Indonesia

ABSTRACT: This study aims to determine the role of balanced scorecard as a moderation of the correlation between budget target clarity, internal control, and reporting systems on performance accountability of government agencies in the Ministry of Marine Affairs and Fisheries Republic of Indonesia using five variables, namely budget target clarity (X1); internal control (X2); reporting systems (X3); and performance accountability of government agency (Y) with balanced scorecard (X4) as the moderating variable.

The results of the study show that budget target clarity, internal controls, and reporting systems partially had a positive and significant effect on the performance accountability of government agency. However, the balanced scorecard as a moderating variable is not able to moderate the relationship between budget target clarity, internal control, and reporting systems with performance accountability of government agency.

Keywords: performance accountability, budget, internal control, reporting, balanced scorecard

#### 1 INTRODUCTION

In regards to the application of Balanced Scorecard (BSC), there has been a phenomenon of performance management changes which has led to an assessment Government of the Agency Performance System Accountability by the Ministry of Administrative Reform and Bureaucratic Reform towards the Ministry of Marine Affairs and Fisheries with a better achievement. This phenomenon is also supported by the theory that BSC translates organizational vision and strategy into а comprehensive set of measures that provides a framework for measurement and strategic management systems, Kaplan and Norton (1996) and as stated by Ittner and Larcker (1998), (Harini, 2014) that performance measurement in public organizations can increase accountability and improve the decision-making process, so this study will empirically examine whether the application of BSC that ends in the reporting systems can act as a moderator, which ultimately influences the budget target clarity, internal control, and reporting systems within the Ministry of Marine Affairs and Fisheries (Niven, 2006).

The objectives of this study are: (1) to prove and analyze whether budget target clarity has an effect on performance accountability of government agency; (2) to prove and analyze whether government internal control has an effect on performance accountability of government agency; (3) to prove and analyze whether the reporting system has an effect on performance accountability of government agency; (4) to prove and analyze whether the application of balanced scorecard is able to moderate the relationship between budget target and performance accountability clarity of government agency; (5) to prove and analyze whether the application of balanced scorecard is able to moderate the relationship between government internal control and performance accountability of government agency; (6) to prove and analyze whether the application of balanced scorecard is able to moderate the relationship between reporting performance accountability systems and of government agency.



#### 2 RESEARCH METHODS

This research is categorized as empirical research using quantitative methods and multiple regression analysis. The object of this study was the Ministry of Marine Affairs and Fisheries.

The total population was approximately 260 officials/employees, using Purposive Sampling with the number of samples was 120 officials/employees that handle planning, budget management, internal control, reporting, and performance measurement.

This research used quantitative data through primary data sources. Data collection technique carried out by researchers was questionnaires.

#### **3 RESULTS AND DISCUSSIONS**

Respondents in this study were officials / staffs who work in the field of program and budgeting, monitoring and evaluation, activity and performance reporting, and the Government Internal Supervisory Apparatus (APIP), namely the Strategic Planning Compilation Team, Balanced Scorecard and IKU Compilation Team, Plan Compilation Team Work and Budget, Performance Measurement Team, LAKIP Compilation Team, Internal Control System Unit (SPIP), and Echelon III and IV Officials in the Program and Performance Report of the Ministry of Marine Affairs and Fisheries. The questionnaires were directly distributed to 120 officials/employees. Of all the questionnaires distributed. 116 questionnaires were returned and 4 were unreturned because the 4 respondents were out of the office, thus, the response rate was 96.7%.

The questionnaires distributed to respondents have been tabulated and seen in the assessment of indicators in the performance measurement of reporting systems variable with an average score of 4.22 or the highest value, while the indicator in risk assessment of internal control variable has an average score of 3.79 which is the lowest value.

Partial influence can be seen from the results of the t test, where the t count of each independent variable (budget target clarity, internal control, and reporting systems) is greater than the t table value at a significance level below 0.05 so that the decision H0 is rejected and H1 is accepted. This means that budget target clarity, internal control, and reporting systems had a positive and significant effect on performance accountability of government agency in

the Ministry of Marine Affairs and Fisheries (Bastian, 2007).

Through the residual test, it can be seen the moderating effect, which shows that the balanced scorecard variable cannot moderate the relationship between budget target clarity, internal control, and reporting system with performance accountability of government agency in the Ministry of Marine Affairs and Fisheries that can be seen from the significance level of p value above 0.05.

# 3.1 Effect of Budget Target Clarity on performance accountability of government agency

T test was used to test the effect of the variable of budget target clarity on performance accountability of government agency and the result shows the 5% significance level that indicates budget target clarity has a positive and significant effect on the performance accountability of government agencies. This result is contradictory to Herawaty's (2010) study, which shows budget target clarity variable did not affect performance accountability of government agency in the Regional Government of Jambi city. However, it is in line with the previous studies by Khairunsyah, Yulia Efni (2018); Fitrawati, Abdul Kahar, Muh. Ikbal A (2017); Nurul Fathia (2017); Reyhan Hady Fauzan (2017); Ni Made Mega Cahyani, I Made Karya Utama (2015); M. Ali Zakiyudin, Suyanto (2015); Afillu Hidayatullah & Irine Herdjino (2014); Harini Susilowati (2014); Reni Yulianti (2014); Ummu Kaltsum, Abdul Rohman (2013); and Eko Setiawan (2013) that show budget target clarity has a positive and significant effect on Performance Accountability of Government Agency.

3.2 Effect of government internal control on performance accountability of government agency

Partially, internal control has a positive and significant effect on performance accountability of government agency in the Ministry of Marine Affairs and Fisheries. This is proven through the t test with a significance level of 5% which shows that the greater the involvement and concern of the leadership, and stakeholders in the preparation of internal controls, the higher the performance accountability of government agency in the Ministry of Marine Affairs and Fisheries.

These results are also in accordance with those stipulated in Government Regulation No. 60 of 2008



concerning the Government Internal Control System, Article 35 Paragraph 1 that states the leadership of government agencies must determine and review performance indicators and measurement, therefore, the role of the leadership of SAKIP agencies and controllers is very much needed in the process of performance accountability of government agency in the Ministry of Marine Affairs and Fisheries.

# 3.3 Effect of reporting systems on performance accountability of government agency

The effect of the variable of reporting systems on performance accountability of government agencies was tested using t test and the result shows reporting systems has a positive and significant effect on performance accountability of government agency. It indicates the relationship between reporting systems and performance accountability of government agencies variables is quite strong and significant.

This result is in line with the opinion of Reyhan Hady Fauzan (2017); Nurul Fathia (2017); Ni Made Mega Cahyani, I Made Karya Utama (2015); M. Ali Zakiyudin, Suyanto (2015); Dina Afrina (2015); Afilu Hidayattullah, Irine Herdjiono (2014); Reni Yulianti (2014); and Netty Herawaty (2011) which show that the reporting system has a positive and significant effect on performance accountability of government agency. However, this statement is in contradictory to Khairunsyah, Yulia Efni (2018) and Eko Setiawan (2013) who state that reporting systems have no effect on performance accountability of government agency (in Nurul Fatiah, 2017).

# 3.4 Effect of the balanced scorecard as a moderating variable

The balanced scorecard is not able to moderate the relationship between budget target clarity, internal control, and reporting systems with performance accountability of government agency. This is evidenced by the results of the residual test carried out in this study with a p value above 0.05 so that H0 is accepted. Whereas when the t test for the balanced scorecard variable was carried out as an independent variable on performance accountability of government agency, the results also show no significant effect because of the tcount <ttable

(0.394 <1.982) and the significance value 0.694>  $\alpha$  0.05.

This result is quite interesting because it is in accordance with the phenomenon that occurs in the Ministry of Marine Affairs and Fisheries in the past seven years concerning an increase in SAKIP values after using balanced scorecard-based performance management. In this research, the balanced scorecard variable itself was only used as a moderating variable and the result shows the balanced scorecard is not able to moderate and influence the independent variables on performance accountability of government agencies. Thereby, it signifies that budget target clarity, internal control, and reporting systems can stand alone without being influenced by the balanced scorecard performance management to make an increase in the value of performance accountability of government agencies in the Ministry of Marine Affairs and Fisheries.

#### 4 CONCLUSION

Based on data analysis, hypothesis testing, and research discussion, the following conclusions can be drawn: (1) The first hypothesis (H1) was accepted and it can be concluded that budget target clarity had a significant effect on performance accountability of government agency; (2) the second hypothesis (H2) was accepted and it can be concluded that internal control had a significant effect on performance accountability of government agency; (3) the third hypothesis (H3) was accepted and it can be concluded that the reporting system had a significant effect on performance accountability of government agency; (4) the fourth hypothesis (H4) was rejected and it can be concluded that the application of the balanced scorecard is not able to moderate the influence between budget target clarity and performance accountability of government agency; (5) the fifth hypothesis (H5) was rejected and it can be concluded that the application of the balanced scorecard is not able to moderate the influence internal performance between control and accountability of government agencies; (6) the fourth hypothesis (H6) was rejected and it can be concluded that the application of the balanced scorecard is not able to moderate the influence between the reporting systems and performance accountability of government agency.



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