

4th AICIF 2016

4th ASEAN International Conference on Islamic Finance

“A Re-evaluation and Way Forward”

6th - 8th December 2016 • Equatorial Hotel, Melaka, Malaysia

Main Organizer



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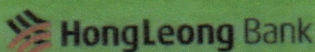


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LIST OF PAPER PRESENTATION

6 December 2016 / Tuesday							
Time	Theme	Paper ID	Title	Author(s)	Affiliation	Venue	
Parallel Session 1 1.30pm-3.00pm	1.30pm-1.45pm	Islamic Banking & Capital Market	AICIF2016-013	Islamic Banking and SME Financing: A Review of Literature	Amina Hachimi, Abdelouhab Salahddine	Abdelmalek Essaadi University, Tangier, Morocco	Melaka III
	1.45pm-2.00pm	Islamic Banking & Capital Market	AICIF2016-020	Effect of Macroeconomic Factors on the Performance of Fully Fledged Shariah-Compliant Banks	Saheed Adebowale Nurein	Universiti Malaysia Perlis	
	2.00pm-2.15pm	Islamic Banking & Capital Market	AICIF2016-025	Determinants of Islamic Banks Margins in ASIAN Countries	Nurhafiza Abdul Kader Malim, Tajul Ariffin Bin Masron, Anwar Bin Allah Pitchay	Universiti Sains Malaysia	
	2.15pm-2.30pm	Islamic Banking & Capital Market	AICIF2016-045	Analysis of Financial Performance: The Ability of Distribution of Islamic Bank Financing	Devi Permatasari, Ahmad Rudi Yulianto	UNISSULA	
	2.30pm-2.45pm	Islamic Banking & Capital Market	AICIF2016-104	Traditional Banking Based on Sharia Rules	Fawzi Gherfal	Tripoli University, Tripoli Libya	
	2.45pm-3.00pm	Islamic Banking & Capital Market	AICIF2016-155	Bank Performance in Malaysia: a Comparison Between Islamic and Conventional Banks using Second-order Measurement Model and Invariance Analysis Method	Adewale Abideen Adeyemi, Baharuddin Sakinah	IiBF	
	1.30pm-1.45pm	Governance of IFIs	AICIF2016-030	Improving Quality of Baitul Maal Wattamwil with Strategy Measurement, Efficiency, Good Corporate Governance and Value Added (MEGA) Using Categorical Analysis	Mega Ayu Widayanti, Achsanah Hendratmi	Universitas Airlangga	Melaka VI
	1.45pm-2.00pm	Governance of IFIs	AICIF2016-031	Effective Communication and Its Roles in Empowering Shariah Governance Practices of Malaysian Takaful Operators (TOs)	Hafiza Harun, Nurdianawati Irwani Abdullah	IiBF	
	2.00pm-2.15pm	Governance of IFIs	AICIF2016-115	Inadequacy of Consumer Protections from Unfair Contract Terms in <i>Musharakah Mutanaqisah</i> Home Financing in Malaysia	Syuhaida Aeni Mat Ali, Rusni Hassan, Ahmad Azam Othman	IUM	
	2.15pm-2.30pm	Governance of IFIs	AICIF2016-121	A Model to Improve Decision on Purchasing Services in The Context of Company Image and Trust through Promotion and Service Quality	Novi Angga Safitri	UNISSULA	
	2.30pm-2.45pm	Governance of IFIs	AICIF2016-122	Optimization of Career Satisfaction in Improving Performance with Islamic Organizational Culture as a Moderating Variable	Diah Ayu Kusumawati	UNISSULA	

	2.45pm-3.00pm	Governance of IFIs	AICIF2016-201	The Influence of Corporate Social Responsibility Toward The Financial Performance Company in Jakarta Islamic Index (jii) in Period 2010-2014	Prasojo, Inon Listyorini	UIN Sunan Kalijaga	
	1.30pm-1.45pm	Money, Payment System & Financial Innovation	AICIF2016-006	Impact of Financial Innovations on Islamic Finance: the Case of Bursa <i>suq al-sila'</i> and Islamic Financial Services Act 2013	Muhamad Badri Othman	USIM	Melaka VIII
	1.45pm-2.00pm	Money, Payment System & Financial Innovation	AICIF2016-018	Hasble Card: Innovation on Company Funding Using Sharia Ventura Capital Toward Halal Industry In Indonesia	Rifaldi Majid, Billal Andre Agassi	Brawijaya University	
	2.00pm-2.15pm	Money, Payment System & Financial Innovation	AICIF2016-054	Religio-Centric Fashion Advantage on Marketing Performance: The Role of Innovativeness and Customer Responsiveness	Tatiek Nurhayati, Hendar	UNISSULA	
	2.15pm-2.30pm	Money, Payment System & Financial Innovation	AICIF2016-075	Financial Market Risk and Gold Investment in an Emerging Market: The Case of Turkey	Kamola Bayram, Adam Abdullah, Ahamed Kameel Mydin Meera	Ii/BF	
	2.30pm-2.45pm	Money, Payment System & Financial Innovation	AICIF2016-086	Analysis of the Global and Islamic Financial System: (A Maqashid Shariah Approach)	Zaenuddin, Bedjo Santoso, Nunung Ghoniyah	UNISSULA	
	2.45pm-3.00pm	Money, Payment System & Financial Innovation	AICIF2016-091	Zakat Banking: A Transformational Reform to Riba in Banking	Abdul Malek Talib	AMRII PROPERTY	
	1.30pm-1.45pm	Takaful & Risk Management	AICIF2016-037	Re-Evaluating Shari'ah Review Function: An Analysis on Practices of Takāful Operators in Malaysia	Mohamed Hadi Abd Hamid	IUM	
	1.45pm-2.00pm	Takaful & Risk Management	AICIF2016-062	A Method of Predicting Local Governments' Financial Distress by Using Ratio of Independence, Expenditure Conformity and Growth of Regional Revenue	Khoirul Fuad	UNISSULA	
	2.00pm-2.15pm	Takaful & Risk Management	AICIF2016-127	Depositors Protection Scheme: Appraisal of Islamic Banks Participation in Deposit insurance System	Salisu Hamisu, Rusni Hassan	Ii/BF	Meranti
	2.15pm-2.30pm	Takaful & Risk Management	AICIF2016-132	Lowly or Negative Benchmark Rates Bandwagon: Any Risk Implications for Islamic banks?	Jamshaid Anwar Chattha, Syed Musa Alhabshi	Ii/BF	
	2.30pm-2.45pm	Takaful & Risk Management	AICIF2016-149	Liquidity Risk Management in Islamic Banks: Issues and Challenges	Nabil Bello	Ii/BF	

	1.30pm-1.45pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-015	Realising True Potential of Qard al-Hassan: A Proposition of New Paradigm Shift	Siti Nurzahira Che Tahrim, Noormariana Mohd Din	Universiti Malaysia Kelantan	Machang
	1.45pm-2.00pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-016	Does Ethical Financing Promote Earnings Quality? Evidence from the Malaysian Sukuk Market	Zairihan Abdul Halim, Suichen Xu	Universiti Malaysia Terengganu	
	2.00pm-2.15pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-028	Empirical Evidence of Traditional Market Trader Readiness in Preparing Financial Statement as a Mudharaba Transaction Media	Indah Anisykurlillah, Hasan Mukhibad, Fachrurrozie	Semarang State University, Indonesia	
	2.15pm-2.30pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-042	The Concept of <i>Taqwa</i> as a Factor for Corruption Prevention	Chrisna Suhendi, Zaenuddin	UNISSULA	
	2.30pm-2.45pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-053	The Development of Character Building Model Based on Islamic Social Capital: A Conceptual Model	Ardian Adhiatma	UNISSULA	
	2.45pm-3.00pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-099	The Lost Treasure-Trove of Waqf in Kenya	Abdi Shakur Mohammed, Salina Kassim	IUM	
Parallel Session 2 3.30pm – 4.45pm	3.30pm – 3.45pm	Islamic Banking & Capital Market	AICIF2016-021	Macroeconomic Variables and Islamic Bank Stock Returns: Panel Data Evidence from GCC Countries	Abdesslam Menacer, Saheed Adebawale Nurein	Universiti Utara Malaysia	Melaka III
	3.45pm - 4.00pm	Islamic Banking & Capital Market	AICIF2016-109	The Impact of Sukuk Issuance Announcement on Stock Prices: New Evidence	Hesham Ameen Saif Alabbasi, Ainulashikin Marzuki	USIM	
	4.00pm – 4.15pm	Islamic Banking & Capital Market	AICIF2016-119	Debt Determinants of Shariah Approved Firms: Empirical Evidence from Malaysia	Nurshamimitul Ezza Ramli, Razali Haron	Ii/BF	
	4.15pm – 4.30pm	Islamic Banking & Capital Market	AICIF2016-151	Does the Corporate Financing Behaviour of <i>Shariah</i> Compliant Firms differ from Non- <i>Shariah</i> Compliant Firms? An Indonesian Empirical Evidence	Razali Haron, Sheila Ainon Yussof	Ii/BF	
	4.30pm – 4.45pm	Islamic Banking & Capital Market	AICIF2016-208	Financial Behaviour of Muslim Investment Consumers in Malaysia: A Measurement Invariance Analysis	Siti Sabariah Binti Mohd Hassan, Abideen	IUM	

3.30pm – 3.45pm	Governance of IFIs	AICIF2016- 064	Assessing the Fate of the Forgotten Local Government Historic Asset (A Case Study at the Great Mosque of Kauman, Semarang)	Edy Supriyanto	UNISSULA	Melaka VI
3.45pm - 4.00pm	Governance of IFIs	AICIF2016- 067	Toward Sustainable Growth in Indonesian Islamic Banking (A Study from Stakeholders Involvement)	Bedjo Santoso, Indri Kartika, Putri Karunia	UNISSULA	
4.00pm – 4.15pm	Governance of IFIs	AICIF2016- 068	The Model of the Industrial Growth of MSMEs Based on the Potential for Clusters and Consumer Behavior	Sri Anik, Sri Ayuni	UNISSULA	
4.15pm – 4.30pm	Governance of IFIs	AICIF2016- 172	Syari'ah Committee Remuneration Disclosure by Local and Islamic Banks in Malaysia: A Conceptual Paper	Syahiru Shafiai Al- Uthmani, Muhammad Rahmat Rosle	USIM	
4.30pm – 4.45pm	Governance of IFIs	AICIF2016- 174	The Constituents of Shari'ah Governance	Nazeefa Fawzer	Asia Pacific Institute of Information Technology	
3.30pm – 3.45pm	Money, Payment System & Financial Innovation	AICIF2016- 040	The Implementation of Supply Chain Management to Improve Competitiveness of Creative Industries in Central Java	Lisa Kartikasari, Hendar	UNISSULA	Melaka VIII
3.45pm - 4.00pm	Money, Payment System & Financial Innovation	AICIF2016- 044	Investigate The Effect of Strategic Performance Measurement System on Managerial Performance (Empirical Study on Transportation Companies under the Auspices of Ministry of State Owned Enterprise)	Winarsih	UNISSULA	
4.00pm – 4.15pm	Money, Payment System & Financial Innovation	AICIF2016- 110	Personal Taxpayers' Obedience in Paying Taxes	Maya Indriastuti	UNISSULA	
4.15pm – 4.30pm	Money, Payment System & Financial Innovation	AICIF2016- 152	Exploring Potentials of iREITs as an Instrument to Develop WAQF Assets	Roslily Ramlee, Nor Azizan Che Embi, Salina Haji Kassim, Syed Alwi Mohamed Sultan	IIUM	
3.30pm – 3.45pm	Takaful & Risk Management	AICIF2016- 036	The Balance Sheet Network Analysis for Measuring Systemic Risk of Islamic Commercial Banks in Indonesia	Agus Harjito, Hananta Wiratama	Universitas Islam Indonesia	Meranti
3.45pm - 4.00pm	Takaful & Risk Management	AICIF2016- 131	Awareness and Knowledge of Insurance and Takaful in India: A Survey on Indian Insurance Policy Holders	Syed Ahmed Salman, Hafiz Majdi Ab. Rashid, Rusni Hassan	IIUM	
4.00pm – 4.15pm	Takaful & Risk Management	AICIF2016- 154	Awareness towards a Takaful Protection among Flood Victims in the East-Coast Region in Malaysia: A Preliminary Analysis	Marhanum Che Mohd Salleh, Salina Kassim, Bidayatul Akmal Mustapha Kamil, Siti Salwani Razali, and Nor Azizan Che Embi	IIUM	

	4.15pm – 4.30pm	Takaful & Risk Management	AICIF2016- 195	Efficiency Analysis of Islamic Unit Life Insurance in Indonesia using Nonparametric Approach Data Envelopment Analysis (DEA)	Hendri Tanjung , Abrista Devi, Ayi Puspita Fajariah	Ibn Khaldun University, Bogor	
	3.30pm – 3.45pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016- 111	Opportunities and Challenges of Mobile Banking Adoption among Islamic Micro- Entrepreneurs	Siti Aishah Mohamad, Salina Kassim	IIUM	Machang
	3.45pm – 4.00pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016- 123	Improving Job Satisfaction Through Job Involvement, Social Support, and Communication Quality	ledhia esturiani	UNISSULA	
	4.00pm – 4.15pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016- 124	Co - worker Support and Self-Efficacy towards Emotional Stability and Performance	Tarmujiati	UNISSULA	
	4.15pm – 4.30pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016- 125	Human Resource Performance Improvement Model Based on Needs for Autonomy at Work, Intrinsic Motivation and Job Demands	Tri Supraptiningsih	UNISSULA	
	4.30pm – 4.45pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016- 205	Empowering Economic and Religion for Minority Muslim Based on Gender in Indonesia	Siti KurniaWidiastuti	Gajah Mada University	
	5.00pm – 5.15pm	Islamic Banking & Capital Market	AICIF2016- 055	Optimization Model of the Application of Sharia Principles in Islamic Banks in Central Java Province	Ibnu Khajar, Imam Munadjat	UNISSULA	
Parallel Session 3 5.00pm - 6.30pm	5.15pm – 5.30pm	Islamic Banking & Capital Market	AICIF2016- 142	Comparing the Performance of Islamic and Conventional Stocks in Jakarta Stock Exchange During Bull and Bear Market Periods	Siti Kholifatul Rizkiah, Radjie Fauzan Da'rain	Multimedia University, Malaysia	
	5.30pm – 5.45pm	Islamic Banking & Capital Market	AICIF2016- 159	Analysing the Factors Affecting the Public Interest to Invest in Islamic Capital Market Through Stock Exchange of UISI Gallery Investment	Ahmad Dahlan Malik, Andi Zulfikar Darussalam, Muhammad Asyhad, Wahyu Agung Handono	Universitas Internasional Semen Indonesia	
	5.45pm – 6.00pm	Islamic Banking & Capital Market	AICIF2016- 163	A Review on Islamic Performance Measures for Islamic Banks and Islamic Financial Institutions	Norazidah Shamsudin, Mustafa Omar Mohammed,	IIUM	
	6.00pm – 6.15pm	Islamic Banking & Capital Market	AICIF2016- 168	Review of Practices of Islamic Financial Institutions from Shariah Perspective	Mohamed Noordeen Mohamed Imtiyaz, Salina Kassim	IIUM	
	6.15pm – 6.30pm	Islamic Banking & Capital Market	AICIF2016- 209	Macroprudential policy and property financing: Case study in Indonesian Islamic Banking	Neneng Ela Fauziyyah	UIN Sunan Kalijaga	

5.00pm – 5.15pm	Governance of IFIs	AICIF2016- 047	Financing Model For Creative Industry Based on Shariah Governance	Mutamimah	UNISSULA	Melaka VI
5.15pm – 5.30pm	Governance of IFIs	AICIF2016- 056	Family Ownership Structure and Corporate Governance Determinant Towards Intellectual Capital	Indri Kartika	UNISSULA	
5.30pm – 5.45pm	Governance of IFIs	AICIF2016- 058	Factor Analysis for Corruption Prevention in Central Java	Provita Wijayanti,Rustam Hanafi ,Siti Sumiati	UNISSULA	
5.45pm – 6.00pm	Governance of IFIs	AICIF2016- 116	The Optimization of Good Governance of BPJS (Social Security Administration) Health in Central Java	Alifah Ratnawati, Noor Kholis, Yusriyati Nur Farida	UNISSULA	
6.00pm – 6.15pm	Governance of IFIs	AICIF2016- 117	The Practices of Shariah Governance at Islamic Fund Management Companies: Case of Malaysia	Amiratul Nadiyah Hasan, Aisyah Abdul-Rahman, Zaleha Yazid	UKM	
6.15pm – 6.30pm	Governance of IFIs	AICIF2016- 144	Shari'ah Supervisory Board Characteristics Effects On Islamic Banks' Performance: Evidence from Malaysia	Naji Nomran, Razali Haron, Rusni Hassan	IiBF	
5.00pm – 5.15pm	Money, Payment System & Financial Innovation	AICIF2016- 093	Analysis of Profit Sharing and Salary Payment in the Business Entity Model (An Analysis from MaqashidShariah)	Luluk M Ifada, Bedjo Santoso	UNISSULA	Melaka VIII
5.15pm – 5.30pm	Money, Payment System & Financial Innovation	AICIF2016- 108	The Impact of Sukuk Issuance Announcement on Stock Prices: New Evidence	Bedjo Santoso, Khaliq Ahmad	UNISSULA / IiiBF	
5.30pm – 5.45pm	Money, Payment System & Financial Innovation	AICIF2016- 135	Impact of <i>Pesantren</i> Protective Economy System on Surrounding Trader's Income (Case Study at Gontor, Modern Islamic Educational Institution, Indonesia)	Syahrudin Sumardi Samindjaya, Ulwan Maghfur	UNIDA Gontor	
5.45pm – 6.00pm	Money, Payment System & Financial Innovation	AICIF2016- 146	Implementing The Wealth Concept of Ja'far Al-Dimasqi in Today's Islamic Wealth Management	Nurizal Ismail, Siti Aisyah	UNIDA Gontor	
6.00pm – 6.15pm	Money, Payment System & Financial Innovation	AICIF2016- 179	Re-evaluation of Islamic Financial System in the Perspective of Money in Islam	Khoirul Umam	UNIDA Gontor	
6.15pm – 6.30pm	Money, Payment System & Financial Innovation	AICIF2016- 199	The Role of Spiritual Capital and Resonance of Ethics Reputation to Promote Innovation Improving Firm Performance An Empirical Modelling	Agus Sobari, Sri Hartono, Bedjo Santoso	UNISSULA	

			Framework in Creative Industry			
5.00pm – 5.15pm	Takaful & Risk Management	AICIF2016-088	Maturity Transformation Risk Factors in Islamic Banking: Implication of Basel III Liquidity Regulations	Haroon Mahmood, Christopher Gan, Cuong Nguyen	Lincoln University, New Zealand	Meranti
5.15pm – 5.30pm	Takaful & Risk Management	AICIF2016-089	Islamic Funds and Wealth Management in Malaysia: A Review	Wan Rasyidah Wan Nawang	USIM	
5.30pm – 5.45pm	Takaful & Risk Management	AICIF2016-101	A Comparative Analysis of Stability Measures between Islamic and Conventional Banks in Selected MENA Countries During 1999 to 2015	Norzitah Abdul Karim, Syed Musa Syed Jaafar Alhabshi, Salina Kassim, Razali Haron	Universiti Teknologi MARA	
5.45pm – 6.00pm	Takaful & Risk Management	AICIF2016-114	The Diversification Benefits within Islamic Investments: Evidence from MGARCH-DCC Approach	Buerhan Saiti	IiBF	
6.00pm – 6.15pm	Takaful & Risk Management	AICIF2016-150	A Comparative Analysis of The Performance of Islamic Mutual Fund and Ethical Fund in Nigeria	Adewale Abideen Adeyemi Rafat Tunrayo Ali	IiBF	
5.00pm – 5.15pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-050	Improving Organizational Citizenship Behavior (OCB) Through Islamic Work Ethics and Knowledge Sharing	Wuryanti, Heru Sulistyono	UNISSULA	Machang
5.15pm – 5.30pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-139	Comparative Study of Micro Finance Models in Pakistan	Usman Khurshid, Syed Musa Alhabshi	IiBF	
5.30pm – 5.45pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-143	Structuring Model for Corporate Productive Cash-Waaf in Indonesia (A Case Study for PT. Semen Indonesia)	Bambang Tutuko, Ahmad Hudaifah, Andi Zulfikar D	Universitas Internasional Semen Indonesia	
5.45pm – 6.00pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-147	Applying Financial Literacy and Theory of Planned Behaviour to Predict Voluntary Retirement Savings Deficit Behaviour in Malaysia	Haneffa Muchlis Gazali, Syed Musa Syed Jaafar Alhabshi, Adewale Abideen Adeyemi	Universiti Malaysia Sabah	
6.00pm – 6.15pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-166	Waaf TelCo to Generate Waaf Fund? A Proposed Model to Develop Cash Waaf in Malaysia	Muhammad Hafitz bin Edy, Muhamad Hasif bin Yahaya, Muhammad Istiqlal	IIUM	
6.15pm – 6.30pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-169	Factors that influence Muslim Customers in Participating in Islamic Microfinance in Indonesia: A Case of East Java Province	Hartomi Maulana, Dzuljastri Abdul Razak, Adewale Abideen Adeyemi	IIUM	

5.00pm – 5.15pm	Islamic Banking & Capital Market	AICIF2016-128	Does BOD and CEO Characteristics Influence Sukuk Issuance	Norhuda Abdul Rahim, NurAinna	Universiti Putra Malaysia	Melaka I
5.15pm – 5.30pm	Islamic Banking & Capital Market	AICIF2016-130	Analysis the Gap Between BNM Regulation and MM Application in Islamic Banking	Audia Syafa'atur Rahman, Hayathu Mohammed Ahamed Hilmy, Adi Saifurrahman	IIUM	
5.30pm – 5.45pm	Islamic Banking & Capital Market	AICIF2016-170	Role of Good Corporate Governance Mechanism Based on Syariah Maqasid Index	Sri Hartono	UNISSULA	
5.45pm – 6.00pm	Islamic Banking & Capital Market	AICIF2016-173	Building Customer Loyalty of Banking Customers	Linda Sariningrum	UNISSULA	
6.00pm – 6.15pm	Islamic Banking & Capital Market	AICIF2016-206	Customer Perception Evaluation of Islamic Banks' Customer Protection Practices in IBBL, Bangladesh: An Importance Performance Matrix Analysis	Must. Fahinur haque, Abdalla Ussi Ahmad, Abideen Adewale Adeyemi	IIUM	
6.15pm – 6.30pm	Islamic Banking & Capital Market	AICIF2016-207	Proposed Model for Solving Intergenerational Transmission of Poverty in Zanzibar via Islamic Social Finance	Abdalla Ussi Ahmad, Must. Fahinur haque, Abideen Adewale Adeyemi	IIUM	

7 December 2016							
Time		Paper no	Title	Author	Affiliation	Venue	
Parallel Session 4 8.00am - 9.40am	8.00am - 8.15am	Islamic Banking & Capital Market	AICIF2016-083	Overview Factors Cause the Low Pace Market Share of Islamic Banking in Indonesia	Hasran, Syafriana Fadillah	UNISSULA	Melaka III
	8.15am - 8.30am	Islamic Banking & Capital Market	AICIF2016-145	Dynamic Linkages among Sami Nations (Saudi Arabia, Turkey, Malaysia, Indonesia) Equity Markets	Grimes Youcef, Adewale Abideen Adeyemi	II/BF	
	8.30am - 8.45am	Islamic Banking & Capital Market	AICIF2016-153	Determinants of Efficiency of Islamic Banks: Indonesia Evidence	Ahmad Fadlur Rahman Bayuny, Razali Haron	II/BF	
	8.45am - 9.00am	Islamic Banking & Capital Market	AICIF2016-176	The Impact of Resistance to Change on the Conversion Process to Islamic Banking in Libya: a Review of Literature	Mahmoud Abusloum	II/BF	
	9.00am - 9.15am	Islamic Banking & Capital Market	AICIF2016-184	The Concept Of Qalb Al-Dayn (Debt Restructuring) And Its Contemporary Issues In Islamic Banking Practices	Aznan Hasan, Muhamad Nasir Haron , Mohd Faysal Mohamed, Budeeman Mana	II/BF	
	9.15am - 9.30am	Islamic Banking & Capital Market	AICIF2016-189	Challenges Of Islamic Debt Restructuring In A Multi Creditor Environment	Rozita Abd Hafiz, Zariah Abu Samah, Rusni Hassan	II/BF	

8.00am - 8.15am	Governance of IFIs	AICIF2016- 033	Have Indonesian Islamic Bank Met <i>Tawazun</i> Principle? An Analysis of Financial and Social Performance	Hasan Mukhibad, Ahmad Nurkhin, Muhammad Khafid	Semarang State University, Indonesia	Melaka VI
8.15am - 8.30am	Governance of IFIs	AICIF2016- 090	Bridging the Design of Company Zakat: A Conceptual Model of Accounting and Reporting System	Muhammad Ja'far Shodiq	UNISSULA	
8.30am - 8.45am	Governance of IFIs	AICIF2016- 133	Does Shariah Committee Composition Influence Shariah Governance Disclosure? Evidence from Malaysian Islamic Banks	Nazrul Hazizi Noordin, Salina Kassim	IiBF	
8.45am - 9.00am	Governance of IFIs	AICIF2016- 157	Shariah Governance in Malaysia Islamic Financial Institutions: Onshore vs Offshore (Labuan) Jurisdiction	Muhammad Issyam Itam@Ismail, Rusni Hassan	IiBF	
9.00am - 9.15am	Governance of IFIs	AICIF2016- 183	Legal and Regulatory Framework for Development Financial Institutions in Malaysia	Azlin Suzana binti Salim, Rusni Hassan	IiBF	
9.15am - 9.30am	Governance of IFIs	AICIF2016- 196	Regulatory Regime in Enhancing the Implementation of Islamic Economics Relating Financial Sectors in Brunei Darussalam	Abdurrahman Raden Aji Haqqi	Sultan Sharif Ali Islamic University Brunei Darussalam	
8.00am - 8.15am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016- 060	Impact of Islamic Banking Financing to Financial Performance and Non Performing Financing for Small Medium Enterprise (SME)	Sri Dewi Wahyundaru	UNISSULA	Melaka VIII
8.15am - 8.30am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016- 113	Proposing Various Alternatives of Cash Waqf Collection and Management for Entrepreneurs in Nigeria	Sherifah Oshioke Musa, Marhanum Che Mohd Salleh, Adewale Abideen, Deji Abdulwahab	IIUM	
8.30am - 8.45am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016- 136	Exploratory Qualitative Enquiry into Waqf Management Practices in A Muslim Minority Country: The Case of Myanmar	adewale abideen adeyemi adewale	IiBF	
8.45am - 9.00am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016- 175	Status Of Zakat On Salaries And Income Of Self-Employed Professionals In Nigeria: Towards Ascertainig The Shariah Position	Mahadi Ahmad	ISRA	
9.00am - 9.15am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016- 193	Higher Learning Institutions' Financial Sustainability: Tapping Into the Capital Market Through Social Impact Bonds and SRI sukuk	Syed Marwan, Engku Rabiah Adawiah	IiBF	

8.00am - 8.15am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-120	Is There A Relationship between Access to Financing and Welfare Improving Goals? Empirical Evidence from Baitul Maal Wa Tamwil	Permata Wulandari, Salina Kassim, Abideen Adewale Adeyemi	II/BF	Meranti
8.15am - 8.30am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-140	An Analysis on Islamic Social Finance for Protection and Preservation of <i>Maqāṣid al-Sharī'ah</i>	Nor Razinah Mohd Zain, Engku Rabiah Adawiah Engku Ali	II/BF	
8.30am - 8.45am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-161	Zakat Obligation on Shares from Shariah Perspective	Azman Mohd Noor, Ahmad Zakirullah Mohamed Shaarani, Muhammad Adam Mohd Adnan, Nadiyah Syahira Nordin, Ainatul Aqilah Kamarudin	II/BF	
8.45am - 9.00am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-162	The Islamic Way to Cope Stress on Service Organization Especially in University	Riko Dwi Saputra	UNISSULA	
9.00am - 9.15am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-190	Factors Influencing Economic Success in Islamic Microfinance: A Cross-Country Comparison between Malaysia and Bangladesh	Salina Kassim, Fahami Mohammad Anis	II/BF	
9.15am - 9.30am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-191	Waqf as a Socially Responsible Investment Instrument: The Concept of a Waqf Bank	Siti Sarah Razak, Leisan Safina, Nadiyah Syahira Nordin, Nurul Husna Muhamad, Adam Abdullah	II/BF	
8.00am - 8.15am	Islamic Banking & Capital Market	AICIF2016-134	The Impact of Conventional Monetary Policy upon the Performance Efficiency of Islamic Banks: a Comparative Investigation	Sufian HRAZE	IIUM-MY & AABU-JO	
8.15am - 8.30am	Islamic Banking & Capital Market	AICIF2016-177	Al-Mawarits wa 'Atsaruha bi al-Iqtishad al-Islamy	Imam Kamaluddin	UNIDA Gontor	
8.30am - 8.45am	Islamic Banking & Capital Market	AICIF2016-178	Al-Mawarits wa Shilatuha bi al-Iqtishad	Mohd. Jabal Alamsyah	UNIDA Gontor	
8.00am - 8.15am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-052	The Effect of Finance on Work Performance of Creative Industries in Central Java	Dedi Rushdi, Lisa Kartikasari	UNISSULA	Melaka I
8.15am - 8.30am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-061	Islamic Co-Creation Competency Model in Innovation Strengthening and Strategic Human Resources Imitating (A Study of Central Java SMEs Stakeholders)	Marno Nugroho	UNISSULA	

	8.30am - 8.45am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-069	Collaborative HRM and Knowledge Management of Sharia Business Unit in Indonesia	Tri Wikaningrum	UNISSULA	
	8.45am - 9.00am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-085	Cash Waqf Model for Poverty Alleviation and Strengthen Financial Inclusion in Indonesia	Moch Zulfa, Bedjo Santoso, Ayu Astari	UNISSULA	
	9.00am - 9.15am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-100	The Influence of Financial Education towards Consecutive Debt-taking Behaviour of Low-Income Households in Indonesia	Laily Dwi Arsyianti, Salina Kassim	IiBF	
	9.15am - 9.30am	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-198	What Drives House Price In Malaysia? In Search Of An Alternative Pricing Benchmark For Islamic Home Financing	Salina Kassim, Nur Harena Redzuan	IiBF	
Parallel Session 5 12.00pm-1.45pm	12.00pm - 12.15pm	Islamic Banking & Capital Market	AICIF2016-046	Islamic Banking Industry in Indonesia: Analysis of Opportunities and Challenges	Hani Werdi Apriyanti	UNISSULA	Melaka III
	12.15pm - 12.30pm	Islamic Banking & Capital Market	AICIF2016-049	The Roles of Meaning in Life and Meaning of Work in Improving Organizational Citizenship Behaviour of Islamic Bank	Heru Sulistyو	UNISSULA	
	12.30pm - 12.45pm	Islamic Banking & Capital Market	AICIF2016-059	Knowledge Sharing in Islamic Bank: A Model of Human Resources Performance Enhancement	Arizqi	UNISSULA	
	12.45pm - 1.00pm	Islamic Banking & Capital Market	AICIF2016-079	An Overview of Islamic Capital Markets in Bangladesh	Tanim Laila	Institute of Hazrat Mohammad SAW	
	1.00pm - 1.15pm	Islamic Banking & Capital Market	AICIF2016-148	Business Intelligence, Innovation and Competitive Environment as a Determinant of Performance in Malaysian Banking Institutions	Anita Ismail, Farah Laili Muda	Universiti Sains Islam Malaysia	
	1.15pm - 1.30pm	Islamic Banking & Capital Market	AICIF2016-214	The Lead-Lag Relationship among East Asian Economics: A Wavelet Analysis	Buerhan Saiti	IiBF	
	1.30pm-1.45pm	Islamic Banking & Capital Market	AICIF2016-215	Islamic Banking and Finance in Philippines: Past, Present and Future Outlook	Acram A. Latiph	Mindanao State University	
	12.00pm - 12.15pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-019	Behaviour of Qard Hassan Potential Offeror: An Approcher Socio Economy Development	Noormariana Mohd Din, Siti Nurzahira Che Tahrir	Universiti Malaysia Kelantan	
	12.15pm - 12.30pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-038	A Model to Boost Dakwah Communication Intention Through Relational Satisfaction and Company Customer	Ken Sudarti	UNISSULA	Melaka VI

			Identification			
12.30pm - 12.45pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-039	Model of Micro Business Incubation	Zainal Alim Adiwijaya	UNISSULA	
12.45pm - 1.00pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-043	The Role Of Islamic Values On The Employee's' Performance In Organizational	Abdul Hakim	UNISSULA	
1.00pm - 1.15pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-126	Critical Factors Affecting Micro-Entrepreneur's Adoption of Digital Financial Services Offered by Islamic Microfinance	Nur Hazirah Hamdan, Salina Kassim	IIiBF	
1.15pm - 1.30pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-188	The Role of Intellectual Capital on Microfinance Institutions Performance: MFI Types as Moderator	Maryam Jameelah Hashim, Syed Musa Alhabshi, Adewale Abideen Adeyemi	IIiBF	
1.30pm - 1.45pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-203	The Consumption Behaviour of Muslim Students Towards Halal Food in Yogyakarta Indonesia; A Sem Approach	Fauzan Husaini	UIN Sunan Kalijaga	
12.00pm - 12.15pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-065	Islamic Concept for Environmental Management and Implication for Small Medium Enterprise (SMEs)	Budhi Cahyono	UNISSULA	
12.15pm - 12.30pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-080	Achieving Financial Sustainability for Women Micro-Enterprises: Does Education Level Moderate the Relationship between Ar-rahnu Usage and Financial Self-Sufficiency?	Nik Hadiyan Nik Azman, Salina Kassim, Adewalee Abideen Adeyemi	IIUM	
12.30pm - 12.45pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-137	Islamization of Economics and Curriculum Design	Eko Nur Cahyo, Hamid Fahmy Zarkasyi, Setiawan Lahuri, Khoirul Umam	UNIDA Gontor	Melaka VIII
12.45pm - 1.00pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-171	The Emergence of Islamic Economics and Finance Education in Indonesia	Royyan Ramdhani Djayusman	UNIDA Gontor	
1.00pm - 1.15pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-202	Indonesian Muslim Household Financial Inclusion Profile Evidence from IFLS4 and IFLS5 Panel Data	Riswanti Budi Sekaringsih , Novat Pugo Sambodo , Meikha Azzani , Esa Assyahid	UIN Sunan Kalijaga	

1.15pm - 1.30pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-204	Work Values Determination of Indonesian Workers in Malaysia: Psychology and Islamic Law Perspectives	Nurus Sa'adah	UIN Sunan Kalijaga	
1.30pm - 1.45pm	Islamic Social Finance, Microfinance, Financial Inclusion	AICIF2016-213	The View of Zakat Professionals on the Zakat Administration in Malaysia	Aznan Hassan, Engku Rabbiah Adawiah, Engku Ahmad Tajuddin, Muhamad Abduh, Nazrul Hazizi	Ii/BF	
12.00pm - 12.15pm	Takaful & Risk Management	AICIF2016-185	Classification Defaulter in the Payment of Debt in Islamic Banking Practices from Shariah Perspective	Aznan Hasan, Muhamad Nasir Haron, Mohd Faysal Mohamed, Budeeman Mana	Ii/BF	Meranti
12.15pm - 12.30pm	Takaful & Risk Management	AICIF2016-186	Innovative Ways to Resolve Takaful Disputes in Malaysia: Current and Future Trends	Nurun Nadia Mohamad, Muhammad Ikhbal Abdul Rahman, Rusni Hassan	IUM Crescent	
12.30pm - 12.45pm	Takaful & Risk Management	AICIF2016-187	The Implications Of Public Company Requirements Under IFSA 2013 On Takaful Operators In Malaysia	Rusni Hassan, Muhammad Ikhbal Abdul Rahman, Nurun Nadia Mohamad	Ii/BF	
12.45pm - 1.00pm	Takaful & Risk Management	AICIF2016-194	The Determinants of Default Risk for Microfinance Institutions: Evidence from Afghanistan, Bangladesh and Pakistan	Nur Nabilah, Ruhaini Muda, Mohamed, salwana Hassan, Ismah Osman	UiTM	
1.00pm - 1.15pm	Takaful & Risk Management	AICIF2016-200	Legal Risks and Default Clauses in Islamic Finance Legal Documentation	Syarah Syahira Mohd Yusoff	Ii/BF	
12.00pm - 12.15pm	Islamic Banking & Capital Market	AICIF2016-129	The Effect of Ramadan on Sharia Capital Market in Indonesia and Malaysia during the Period of 1435H-1437H	Siti Aisiyah Suciningtias	UNISSULA	
12.15pm - 12.30pm	Islamic Banking & Capital Market	AICIF2016-130	The Effect of Ramadan on Sharia Capital Market in Indonesia and Malaysia During the Period of 1435H - 1437H	Siti Aisiyah Suciningtias	UNISSULA	
12.30pm - 12.45pm	Islamic Banking & Capital Market	AICIF2016-138	Rethinking the Practice of Hibah Amanah in Malaysia	Nazrul Hazizi Nordin, Adam Abdulah, Issyam Itam@Ismail, Abdulhadi, Siti Nurah	Ii/BF	
12.45pm - 1.00pm	Islamic Banking & Capital Market	AICIF2016-141	Mediation for Islamic Financial Services Disputes (IFSD): A Reference to Malaysian Court-Annexed Mediation Process in Malaysia	Nor Razinah Mohd Zain, Engku Rabbiah Adawiah Engku Ali	Ii/BF	
1.00pm - 1.15pm	Islamic Banking & Capital Market	AICIF2016-167	Determinants of Efficiency Performance of Malaysian Banks: A Comparison between Conventional and Islamic Banks	Farhana Ismail, Salina Kassim, Rossazana Ab-Rahim	Ii/BF	
1.15pm - 1.30pm	Islamic Banking & Capital Market	AICIF2016-211	Environmental Challenges Affecting the Application of Islamic Finance in Libya	Salwa Abdelgader .K.H, Ibrahim Nuhu Tahir	Ii/BF	

	1.30pm - 1.45pm	Islamic Banking & Capital Market	AICIF2016- 212	The Financing Choice of Firms After Liberalization: Indonesian Evidence	Razali Haron	IIiBF	
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THE OPTIMIZATION OF GOOD GOVERNANCE OF BPJS (SOCIAL SECURITY ADMINISTRATION) HEALTH IN CENTRAL JAVA

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Abstract

This research aims to evaluate the implementation of Good Governance Based BPJS (Social Security Administration) Health reviewed from BPJS partner standpoint. BPJS Health is a state-owned enterprise specially commissioned by government to perform health insurance for all Indonesian society. In performing its duties, BPJS works with partners to organize health insurance. However, the implementation of Good Governance of BPJS Health has not able to fulfill the partners' expectation. This research will examine the satisfaction level of BPJS partners on the implementation of Good Governance of BPJS Health and examine how to maximize Good Governance of BPJS Health based on the priority order of underlying attributes. Respondents of this research were 100 of BPJS Health partners including Hospitals, Health Centers, Family Doctors, and Primary Clinics in five cities in Central Java. Importance-performance analysis, paired-sample t-test, and Cartesian diagram were used to analyze the data. The satisfaction level of partners ranged from 54.38% to 68.38%. The lowest satisfaction level is on the attribute of ease on reimbursement/claim on expenses, while the highest satisfaction level is on the attribute of BPJS implements its functions and duties in accordance with the regulation and the attribute of BPJS asserts the rights and responsibilities of insurance receivers. To optimize BPJS performance, it needs BPJS service improvement strategy. The first priority scale should be improved is on the attribute of: suitability between expense claim and the patient's illness, ease in the procedure of expense claim, giving opportunity for BPJS partners to propose innovative ideas, partners do not feel disadvantaged when BPJS implements the service, BPJS establishes process and evaluates the benefit and risk possibly rising before adopting and implement an innovation, BPJS regulations are always written proportionally communicated, BPJS performs well risk management, and accuracy of information from BPJS.

Keywords: BPJS Health, Good Governance, Satisfaction

BACKGROUND

Indonesia is a country ranking as the fourth largest population in the world. A large population contributes in diverse problems, including in health problem. According to WHO (2012), Indonesia ranks 90 of healthiest countries in the world. This means that the health quality of Indonesian society is relatively low. The indicators of health quality are mortality and life expectancy. High mortality rate shows low level of population health, while high life expectancy rate shows good level of population health.

Health sector management is substantial as it influence the human welfare (Bennington: 2010). One of efforts performed by government to improve the welfare is the establishment of enterprise which manage national health insurance which was called as ASKES (Health Insurance).

Starting from January 1st, 2014 PT ASKES Indonesia (Persero) turns to BPJS Health and about 116.122.065 of population in Indonesia automatically become BPJS participants, consisting of ASKES users of 16,4 million civil servants, retired civil servants, retired army/police, and independence pioneers.

BPJS Health develops guideline of Good Governance used as guidance in all activities. The principles of Good Governance of BPJS Health covers transparency, accountability, responsibility, independency, predictability, participation, fairness, and dynamism.

In the implementation, eight principles of Good Governance in BPJS Health management is not easy, because it requires intention and awareness of all involving administrators to give best service for all stakeholders. The implementation of Good Governance principles is expected to realize public service agency that healthy, tough, independent, and competitive, so it will be able to implement government regulation on BPJS improvement comprehensively and finally will be able to improve society's health in Indonesia. Dima Jamali (2010) states that Good Corporate Governance (GCG) becomes top issue in business world, but there is not many systematic studies on the practice of Good Corporate Governance in health sector. Therefore, this research is performed to then examine GCG of BPJS Health from the standpoint of BPJS partners, such as hospitals, clinics, health centers, and doctors in cooperating with BPJS Health. BPJS is a non-profit social insurance and more focuses on giving protection for society.

LITERATURE REVIEW

BPJS (Social Security Administration)

Starting from January 1st, 2014 PT ASKES Indonesia (Persero) turns to BPJS Health based on regulation no. 24 2011 about BPJS. BPJS Health is a state-owned enterprise specially commissioned by government to perform health insurance for all Indonesian society, especially civil servants, retired civil servants, retired army/police, veterans, independence pioneers and their family, and other enterprises or commoners.

BPJS is a non-profit social insurance and more focuses on giving protection for society, so health insurance may exist for Indonesian society.

Good Governance

Good Corporate Governance (GCG) is things to do in order to build up a tough and sustainable corporate. By performing GCG, the management of organizational resource is expected to be efficient, effective, economical, and productive. Thus, it has to be oriented on organizational purposes and consider the stakeholders' interests. Good Corporate Governance is a system which manages and controls an organization, so value added for all stakeholders can be generated.

In the guideline of Good Corporate Governance (GCG), it is stated that the application of GCG needs to be supported by three interrelated pillars as follows:

1. The country and the apparatus create regulation that support a health, efficient and transparent business climate.
2. Business world as market player implement GCG as basic guideline of business implementation.
3. Society, as product and service users in business world as well as the party affected by corporate existence, show concern and do social control objectively and responsibly.

Good Governance of BPJS Health

BPJS compiles the guideline of Good Governance to be a guidance for all activities. The principles of Good Governance are as follows:

1. Transparency. Openness in decision-making and in bringing up relevant material about the organization.
2. Accountability. Clarity of function, implementation, and accountability of organization, thus organizational management can be effectively implemented.

3. Responsibility. Suitability in organizational management on regulation and good organization principles.
4. Independency. A condition where an organization is professionally managed without conflict of interest and influence/pressure from other parties that is not in accordance with the regulation and organization principles.
5. Predictability. Consistent implementation of supporting policy, rule, and regulation.
6. Participation. Input/ feedback from stakeholders in decision-making in the organization to protect its interest in supporting social insurance program.
7. Fairness. Equity and equality in fulfilling the stakeholders' rights rising from agreement and regulation.
8. Dynamism. Innovation or positive changes in the governance which effect will improve the efficiency of organizational performance.

PRELIMINARY STUDY

Beninghton (2010) states that management and effectiveness of health sector is substantial as it will influence the human welfare and economic sector. In discussing about health management, the scope and scale are so diverse that makes culture, economic, politic and other factors need to be considered. This research inspired the authors to examine how to optimize BPJS in order to provide welfare for people in Central Java.

Dima Jamali (2010) in a journal entitled "*Corporate Governance and Corporate Social Responsibility: Evidence from the healthcare sector*" investigates the implementation of Good Corporate Governance in various types of health care organizations in developing countries in Lebanon. The results show some fundamental differences in governance between profit and non-profit hospital in terms of management structure, ownership and the role of stakeholders, along with different orientation on corporate social responsibility. Lack of understanding and implementation of Good Corporate Governance occurs in profit hospital, while non-profit hospital is more in accordance with Good Corporate Governance practices, and more in tune with corporate social responsibility.

RESEARCH METHOD

Sample in this research is BPJS partners including first level and advance health facility managers in central Java, such as Primary Clinic, Health Center, Family Doctor, Regional General Hospital, Central General Hospital, as well as Private Hospital, which

amount of 100 people. The data collection is done by in-depth interviews and questionnaires to BPJS health partners which was conducted in 2016.

The variables used in this study are transparency with 10 indicators, accountability with 8 indicators, responsibility with 4 indicators, independency with 4 indicators, predictability with 3 indicators, participation with 6 indicators, fairness with 6 indicators, and dynamism with 2 indicators.

The data analysis has done using Importance-performance analysis, paired sample t test and Cartesian diagram.

FINDINGS

Description of Respondents

Respondents of this study are 100 people, consisting of managers of Primary Clinic amounted to 35%, administrators of health center amounted to 24%, administrators of State Hospital amounted to 15% and 26% from private hospital.

Respondents from Central Java, including Demak 5%, Kudus 22%, Semarang 22%, Jepara 3%, Purwokerto 23%, Cilacap 2%, Gubug 8% and Kendal 15%.

The Satisfaction Level of Partners on the Implementation of Good Governance of BPJS

The satisfaction level of BPJS partners on the implementation of Good Governance of BPJS Health shows diverse results. To measure the implementation of Good Governance of BPJS, 43 indicators are used. The percentage of satisfaction level of all indicators is presented in Table 1.

Table 1. Satisfaction Level

No	Indicator of Good Governance of BPJS Health	Mean of Expectation	Mean of Performance	Satisfaction Level (%)	Difference Test Sign
	TRANSPARENCY				
1	BPJS is transparent in giving material and relevant information about the organization	9,21	5,82	63,19%	.000
2	Transparency of BPJS in implementing decision-making process	9,18	5,47	59,59%	.000
3	BPJS gives clear information	9,35	5,81	62,14%	.000
4	Clarity of BPJS cost	9,38	6,01	64,07%	.000
5	Accuracy of information from BPJS	9,28	5,63	60,67%	.000
6	Ease in accessing information from BPJS for partners	9,26	5,72	61,77%	.000
7	Transparency of BPJS financial system	9,16	5,01	54,69%	.000
8	Transparency of BPJS monitoring system	9,22	5,48	59,44%	.000
9	Decision-making in BPJS involves partners, both oral and written	9,17	5,34	58,23%	.000
10	BPJS policy are always written and proportionally communicated to partners	9,24	5,49	59,42%	.000
	ACCOUNTABILITY				
11	BPJS accountability of its performance transparently and appropriately	9,19	5,67	61,70%	.000
12	BPJS is managed well, measured, and in accordance with organizational interest by always considering the stakeholders' interests	9,16	5,65	61,68%	.000
13	All BPJS employees have ability according to their duties, responsibilities, and roles in implementing good governance	9,31	5,83	62,62%	.000
14	Clarity and suitability between duties and responsibility of BPJS partners and the vision, mission, target, and strategy of BPJS	9,27	5,83	62,89%	.000
15	Responsibility of all duties is done by BPJS periodically and sustainably	9,32	5,87	62,98%	.000
16	There is legal protection of the rights and obligations of partners	9,39	5,9	62,83%	.000
17	BPJS sticks on business ethics and	9,22	5,95	64,53%	.000

	agreed code of conduct				
18	Rewards and punishment from BPJS to partners is implemented	9,21	5,93	64,39%	.000
	RESPONSIBILITY				
19	Social responsibility of BPJS to society and environment	9,28	5,9	63,58%	.000
20	Adherence of BPJS on government and organization regulations	9,28	6,25	67,35%	.000
21	BPJS is responsible of all risks possibly occur	9,25	5,77	62,38%	.000
22	BPJS performs well risk management	9,24	5,61	60,71%	.000
	INDEPENDENCY				
23	BPJS is managed professionally	9,43	5,95	63,10%	.000
24	BPJS cannot be dominated and intervened by other parties	9,2	6,02	65,43%	.000
25	Decision-making in BPJS is done objectively	9,19	5,79	63,00%	.000
26	BPJS does functions and duties in accordance with regulation	9,36	6,4	68,38%	.000
	PREDICTABILITY				.031
27	BPJS states the rights and responsibility of social insurance receivers	9,22	6,21	67,35%	.000
28	BPJS does communication and coordination with partners before making changes in a program	9,19	5,76	62,68%	.000
29	BPJS provides information about BPJS improvement, especially that influence the right and responsibility of BPJS participants ad partners	9,21	5,91	64,17%	.000
	PARTICIPATION				
30	BPJS builds up partnership, trust, and opportunity for partners to participate in the application of social insurance program	9,12	5,76	63,16%	.000
31	BPJS builds up open communication with partners	9,23	5,66	61,32%	.000
32	BPJS partners are involved in decision-making in BPJS	9,07	5,07	55,90%	.000
33	BPJS partners are given chances to deliver ideas	9,19	5,37	58,43%	.000
34	The opinion of partners are considered in decision-making	9,16	5,3	57,86%	.000
35	BPJS is responsive to needs and desires of BPJS partners	9,14	5,4	59,08%	.000
	FAIRNESS				
36	In implementing its activities, BPJS	9,18	5,54	60,35%	.000

	considers partners' interest based on the principle of equality, equity, and reasonability				
37	BPJS gives equal and fair treatment to partners based on benefit and contribution given	9,24	5,71	61,80%	.000
38	BPJS consistently implement rewarding and punishment system	9,11	5,73	62,90%	.000
39	Claim of medication cost returned by BPJS is in accordance with the patients' illness	9,41	5,12	54,41%	.000
40	BPJS returns the medication cost/claim with easy procedure	9,47	5,15	54,38%	.000
41	In giving service, BPJS partners are not disadvantaged	9,37	5,22	55,71%	.000
	DYNAMISM				
42	BPJS gives opportunity, motivation, and inspiration, so BPJS partners can deliver innovative ideas	9,26	5,18	55,94%	.000
43	BPJS states process and evaluates benefits and risks possibly rising before innovation is adopted and implemented	9,27	5,36	57,82%	.000
	MEAN	9,25	5,66	61,19%	

From the above table, it can be known that the mean of expectancy is 9,25, while the performance is 5,66. The satisfaction level of BPJS partners on Good Governance of BPJS ranks from 54,38% to 68,38%. The higher of percentage, the better it will be. Of all examined attributes, there is no attribute that can reach 100%. This means that there is difference between partner expectation and performance of the implementation of Good Governance of BPJS that actually perceived.

Overall, from all indicators tested, the mean of satisfaction level of BPJS partners is 61,19%. From 43 indicators tested, 17 of them are below the average of overall satisfaction level, while 16 of them are above the average.

Three indicators with lowest satisfaction level felt by BPJS partners such as:

- BPJS returns the medication cost with easy procedure, with satisfaction level 54,38%.
- Claim of medication cost returned by BPJS is in accordance with the patients' illness, with satisfaction level 54,41%.
- In giving service, BPJS partners are not disadvantaged, with satisfaction level 55,71%.

Three indicators with highest satisfaction level felt by BPJS partners such as:

- BPJS does functions and duties in accordance with regulation, with satisfaction level 68,38%.
- BPJS states the rights and responsibility of social insurance receivers, with satisfaction level 67,35%.
- Adherence of BPJS on government and organization regulations, with satisfaction level 67,35%.

Difference between Expectation and Performance

To test the difference between the expectation of BPJS partners before cooperate with BPJS and after cooperate with BPJS and know the performance, this research uses paired-sample t-test. From the result, it can be known the satisfaction of BPJS partners, whether they are satisfied or not in performing BPJS service. The result of paired-sample t-test shows that all attributes of partners' expectation have higher score than the performance, with significant difference score 0,00 to 0,031. Thus, there is significant difference between partners' expectation before cooperate with BPJS and after cooperate with BPJS and know the performance. This significant difference between expectation and performance means that partners' expectation is higher than the performance perceived. It can be said that overall attributes tested have not reached satisfaction.

Priority Order of Service Quality Improvement

To determine the priority order of service quality improvement, BPJS needs to part the mean of satisfaction score and the mean of performance score of all attributes in Cartesian Diagram. In Cartesian Diagram, there are four quadrants, as follows:

Quadrant I : the existence of these indicators is relatively high (above average), considered based on the expectation of BPJS partners, while the level of implementation or performance is considered to be relatively good (above average) by partners. Indicators in this quadrant are included in category "at least be maintained".

Quadrant II : indicators in this quadrant is included in category "excessive", which means that BPJS performance is considered as high by partners (above average), while partners' expectation is low (below average).

Quadrant III : a position where the expectation is low and the performance is also low.

Indicators in this quadrant are included in “second priority” to be improved.

Quadrant IV : a position where the expectation is high but the performance is low.

Indicators in this quadrant are considered as “main priority” to be improved.

The result of attributes partition in Table 1 is illustrated in Cartesian Diagram (Figure 1) as follow:

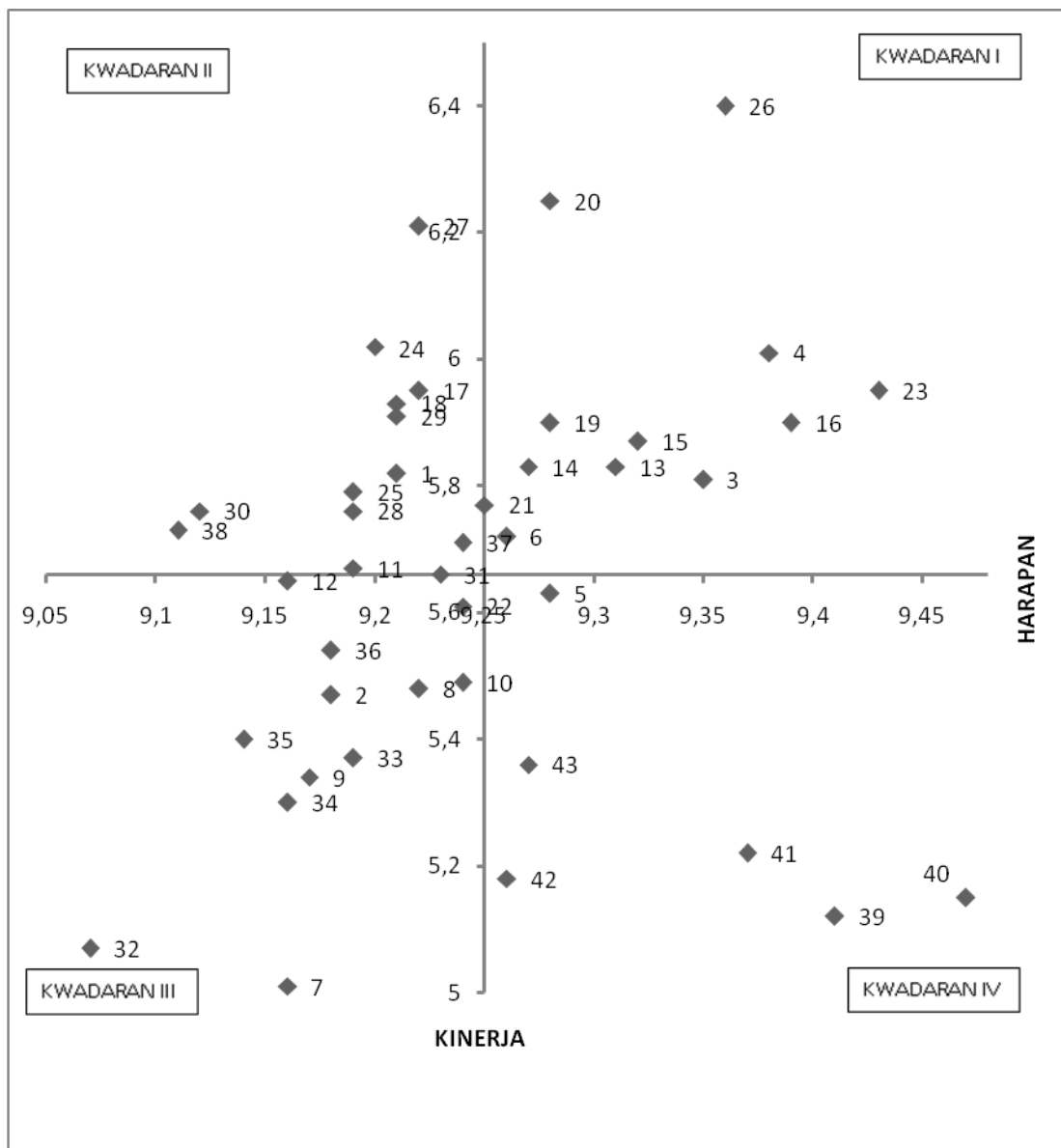


Figure 1. Cartesian Diagram

BPJS Partners and Optimization Strategy in the Implementation of Good Governance of BPJS

The result of analysis on the implementation of Good Governance of BPJS considered from partners' standpoint is as follows:

1. Transparency

10 attributes of the variable of transparency tested in this study all show significant difference and expectation value that is higher than the performance. Thus, it can be said that all attributes of this variable have not reached satisfaction.

To reach the expected satisfaction level for BPJS partners, the main priority scale of this variable which performance should be improve are:

- The accuracy of information from BPJS
- BPJS policy are always written and proportionally communicated

The second priority of transparency which performance should be improved are:

- Transparency of BPJS in decision-making
- Transparency in BPJS financial system
- Decision-making in BPJS involves partners
- Transparency of BPJS monitoring system

2. Accountability

8 attributes in the variable of accountability tested in this study all show significant difference between partners' expectation before cooperate with BPJS and after cooperate with BPJS and perceived the performance. All attributes show the expectation value which is higher that the performance, so it can be said that all attributes tested in this variable have not reached satisfaction.

Even though overall attributes of this variable have not reached satisfaction, but overall attributes is not included in the main priority that should be improved, yet included in the second priority. The second priority scale of this variable that should be improve the performance such as:

- BPJS accountability of its performance transparently and appropriately
- BPJS is managed well, measured, and in accordance with organizational interest by always considering the stakeholders' interests

3. Responsibility

There are 4 attributes of the variable of responsibility tested in this study. Of all four attributes tested, all of them show significant difference between partners' expectation before cooperate with BPJS and after cooperate with BPJS and perceived the performance. All attributes show expectation value that is higher than the performance, so it can be said that all attributes tested in this variable have not reached satisfaction.

To reach the satisfaction level expected by partners, the main priority scale in the variable of responsibility that needs to be improved the performance is BPJS performs good risk management.

In this variable, there are indicators involved in category "at least maintained". The existence of these indicators is considered by BPJS partners as relatively high (above average), while the level of implementation or performance is considered as relatively good (above average). Indicators in the variable of responsibility included in this category are:

- Social responsibility of BPJS to society and environment
- Adherence of BPJS on government and organization regulations
- BPJS is responsible of all risks possibly occur

4. Independency

There are 4 attributes of the variable of independency tested in this study. Of all four attributes tested, all of them show significant difference between partners' expectation before cooperate with BPJS and after cooperate with BPJS and perceived the performance. All attributes show expectation value that is higher than the performance, so it can be said that all attributes tested in this variable have not reached satisfaction.

In this variable, there are indicators involved in the category of "at least maintained". The existence of these indicators is considered by BPJS partners as relatively high because the score is above average of overall attributes used, while the level of performance is considered as relatively good (above average of overall attributes used). Indicators in the variable of independency included in this category are:

- BPJS is managed professionally
- BPJS does functions and duties in accordance with regulation

In the variable of independency, there are attributes included in the category of "excessive" because the performance is considered as above the average by BPJS partners

while the expectation of partners are below average of all attributes of this study. Those attributes are:

- BPJS cannot be dominated and intervened by other parties
- Decision-making in BPJS is done objectively

5. Predictability

There are 3 attributes of the variable of predictability tested in this study. Of all three attributes tested, all of them show significant difference between partners' expectation before cooperate with BPJS and after cooperate with BPJS and perceived the performance. All attributes show expectation value that is higher than the performance, so it can be said that all attributes tested in this variable have not reached satisfaction.

In this variable, overall indicators are involved in the category of "excessive" because the performance is considered as above the average by BPJS partners while the expectation of partners are below average of all attributes used in this study.

6. Participation

There are 6 attributes of the variable of participation tested in this study. Of all six attributes tested, all of them show significant difference between partners' expectation before cooperate with BPJS and after cooperate with BPJS and perceived the performance. All attributes show expectation value that is higher than the performance, so it can be said that all attributes tested in this variable have not reached satisfaction.

Even though overall attributes of this variable have not reached satisfaction, but being reviewed from the average of overall attributes, the overall attributes of participation are not included in the main priority should be improved, yet included in the second priority. The second priority scale of this variable that should be improved the performance such as:

- BPJS builds up open communication with partners
- BPJS partners are involved in decision-making in BPJS
- BPJS partners are given chances to deliver ideas
- The opinion of partners are considered in decision-making
- BPJS is responsive to needs and desires of BPJS partners

Being reviewed from the average of overall attributes, there is one attribute included in the category of "excessive" because the performance is considered as above the average

by BPJS partners while the expectation of partners are below average of all attributes of this study. The excessive attribute is:

- BPJS builds up partnership, trust, and opportunity for partners to participate in the application of social insurance program

7. Fairness

There are 6 attributes in the variable of fairness tested in this study. Of all six attributes tested, all of them show significant difference between partners' expectation before cooperate with BPJS and after cooperate with BPJS and perceived the performance. All attributes show expectation value that is higher than the performance, so it can be said that all attributes tested in this variable have not reached satisfaction.

To reach the expected satisfaction level for BPJS partners, the main priority scale of this variable which performance should be improve are:

- Claim of medication cost returned by BPJS is in accordance with the patients' illness
- BPJS returns the medication cost/claim with easy procedure
- In giving service, BPJS partners are not disadvantaged

The second priority of the variable of fairness which performance should be improved are:

- BPJS considers partners' interest based on the principle of equality, equity, and reasonability

In this variable, there is an attribute included in the category of "excessive" because the performance is considered by BPJS partners as above the average while the expectation of partners are below average of all attributes of this study. The excessive attribute is:

- BPJS gives equal and fair treatment to partners based on benefit and contribution given

8. Dynamism

There are 2 attributes in the variable of dynamism tested in this study. All attributes tested in this variable show significant difference and show expectation value that is higher than the performance, so it can be said that all attributes tested in this variable have not reached satisfaction.

Being reviewed from the average of overall attributes, the two attributes of this variable are included in the category of “main priority” scale which performance should be improved. The two attributes such as:

- BPJS gives opportunity, motivation, and inspiration, so BPJS partners can deliver innovative ideas
- BPJS states process and evaluates benefits and risks possibly rising before innovation is adopted and implemented

CONCLUSION

1. All attributes of good governance tested in this study all show significant difference between the expectation of BPJS partners and the performance of service actually perceived by BPJS partners. Partners’ satisfaction levels ranges from 54.38% to 68.38%. The average of satisfaction level of BPJS partner is 61.19%.
2. The lowest satisfaction level perceived by BPJS partners is in the attribute of BPJS reimburses claim/financing with easy procedure, while the highest satisfaction level is in the attributes: BPJS carrying out its functions and duties in accordance with the regulation; and BPJS asserts the rights and obligations of social security receivers.
3. To optimize the performance of BPJS, it requires BPJS service improvement strategy. The main priority scale which performance should be improved is in the attribute: Suitability between costs/claims reimbursed by BPJS and the patients’ illness; BPJS reimburses claim/financing with easy procedure; BPJS gives opportunities for partners in proposing innovative ideas; in performing service, BPJS partners do not feel disadvantaged; BPJS establishes process and evaluate the benefits and risks might arise before the innovation is adopted and implemented; BPJS policies are always written and proportionally communicated; BPJS performs well risk management; and the accuracy of information from BPJS.

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