The Effect of Service Quality and Perception of Values for Behavior In UPBJJ-UT Denpasar: The Role of Customer Satisfaction Mediation

Heri Wahyudi [**] , Sudrajat, Arti Wiyarni

Abstract-- *This research is a quantitative research that aims to analyze the effect of service quality, perceived value on intention to behave by mediating customer satisfaction. The context of this research is the education sector that provides services to students. This research is important because the four constructs are interconnected. The respondents of this study were students of the UPBJJ-UT Non-Public Relations Program Denpasar. The benefits of this study are expected to provide input on policies related to service to students. To measure the construct of service quality, perceived value, customer satisfaction and intention to behave using a questionnaire whose indicators are adapted from ISO standards JJ02-RK01a-Ed.2 and interviews with several respondents. Before this instrument is used to measure all four constructs, the validity and reliability are tested first so that the results of the study are more accurate. To analyze the data obtained from respondents, researchers conducted an analysis using confirmatory factor analysis to confirm the factors that shape the construct of service quality, perceived value, customer satisfaction and intention to behave. Whereas to determine the influence of service quality and perceived value on intention to behave by mediating customer satisfaction using linear regression. The results of this study indicate that service quality directly and positively affects customer satisfaction. Value perception directly and positively affects customer satisfaction. Customer satisfaction directly and positively affects the intention to behave. Service quality and perceived value through mediating customer satisfaction positively affects intention to behave.*

Keywords-- *Service Quality, Value Perception, Customer Satisfaction, Intention to Behavior.*

I. INTRODUCTION

The Distance Learning Unit of Open University Denpasar as an institution that provides higher education services openly and remotely in the Bali region always provides the best service for students and prospective students. Some of the results of research on the promotion of Open University state that the public knows the Open University mostly by *word of mouth* (Sudrajat and Wahyudi, 2012). This indicates that the importance of providing the best or quality service to students as customers. Educational institutions in terms of management

_____

[**]*Heri Wahyudi , Faculty of Law, Social, and Political Science, Universitas Terbuka, Pamulang, Tangerang Selatan, Indonesia. Email: heriw@ecampus.ut.ac.id*
Sudrajat, Faculty of Economy, Universitas Terbuka, UPBJJ, Yogyakarta, Indonesia
Arti Wiyarni, Sekolah Dasar Negeri Lenteng Agung 11, Jakarta Selatan, Indonesia.

marketing as a service company that is *not for profit* that provides educational services. Students who are given educational services can be said to be *customers.* [1]

At present the number of higher education institutions is very much both *public (private)* and private *(private)* so that the competition to get the ideal number of students is getting tougher, as are companies that are *profit oriented.* Various efforts have been made by UPBJJ-UT Denpasar through promotion to introduce the Open University to the wider community and to recruit new students. Besides that, UPBJJ-UT Denpasar provides quality services to students / customers. By providing quality services to customers, customers will feel satisfied with the services provided. Customer satisfaction will lead to behavioral intentions of the customer, for example, continuing to complete, recommending others to study in the same place, sharing their experiences with others. The advantages of Open University compared to conventional universities are implementing a distance learning system. This provides a value of excellence for students. They can attend classes at the Open University without being limited by years of diploma and age, can study anytime and anywhere too, tighten up and decide for a long time themselves, do not implement asystem *drop out* and so on. These are all values

of excellence from the Open University. Various research results state that perceived value can lead to customer satisfaction. So that the quality of service *(service quality)* and perceived value *(percieved value)* will lead to customer *satisfaction (satisfaction customer)* which will lead to intention to behave *(behavior intentions)* of the customer.[2]

Research on the relationship of service quality, perceived value, customer satisfaction and behavioral intention needs to be done in the Distance Learning Program Unit as the spearhead of the organizer of the Open University higher education. The Distance Learning Program Unit is an extension of the Open University directly facing and managing customers. Given the strategic role of the Distance Learning Program Unit and has never been done so this research needs to be done at the Distance Learning Unit Unit level. The Open University is an institution that provides higher education services to the general public openly and remotely. To carry out its role, the Open University has a Distance Learning Program Unit in the area. The Remote Learning Program Unit is operational which directly handles students as customers. Efforts to always provide quality service continue to be made so that students / customers feel satisfied. The advantages possessed by the Open University by implementing an open and long distance learning system are more values than conventional higher education institutions. This perception of value will lead to customer satisfaction. Customer satisfaction will lead to customer behavior intentions. The statement of influence needs to be empirically tested through a study. This research is planned to be carried out in the Denpasar Distance Learning Program Unit. [3]

From the discussion above, the objectives of this study include: analyzing the influence of service quality on customer satisfaction, analyzing the effect of perceived value on customer satisfaction and analyzing the effect of customer satisfaction on intention to behave. Scientific studies on customers, especially the quality of service, are very important. For service quality services companies are aimed at improving their marketing strategies (Cronin and Taylor, 1992; Jain and Gupta, 2004; Ofir and Simonson, 2001). Companies that provide the best service quality also have many satisfied customers (Aaker and Jacobson, 1994; Gilbert *et al*., 2004; Gilbert and Veloutsou, 2006). Customer satisfaction is seen as influencing repurchase intentions and behaviors, which in the end gives the future company an income and profit. As a result that is directly related to profit, the issue of service quality and customer satisfaction has become the focus of the service industry. Many companies are

encouraged to assess and improve service quality and customer satisfaction. Value perception affects customer satisfaction. So that service quality and perceived value affect customer satisfaction.[4]

This research contributes to examining the above issues. The researcher developed a model of service quality success by testing the key dimensions of service quality in the world of higher education. After testing the reliability and validity of this instrument the researchers tested the relationship between service quality, perceived value, customer satisfaction and intention to behave. Measuring service quality with 22 SERQUAL scale items. This scale measures service quality with the degree of difference between expectations of customers and the service of actual performance perceptions given (Parasuraman *et al.,* 1985). Five dimensions as the main constructs of service quality for various services. This dimension includes physical, reliability, responsiveness, assurance and empathy. Previous empirical research has applied the SERQUAL instrument to measure service quality in various business settings. [5]

Relationship Between Service Quality, Customer Satisfaction and Intention to Behavior. The relationship between service quality, customer satisfaction and intention to behave has been a concern in the marketing literature.[6] In this field of research, a number of empirical studies have reported a positive relationship between customer satisfaction and intention to behave.[7] So that hypothesis 1 in this study is as follows H1. Customer satisfaction directly and positively affects the intention to behave. In the marketing literature the direct relationship of quality-satisfaction is a causal relationship, where customer satisfaction is as a result of service quality. [8] One group of researchers refers to the quality of service as an evaluation of service and consistent with this theory of service quality resulting in satisfaction[9]. With these findings, the second hypothesis of this study is as follows.

H2. Service quality directly and positively affects customer satisfaction, Perception of value can also have a big effect on customer satisfaction. Perception of value as the ability to attract customers.[10] As a result, this view is another determinant of customer satisfaction. Then the third hypothesis of this study is as follows: H3. Perception of value directly and positively affects customer satisfaction The relationship of the four constructs can be seen in the picture below.
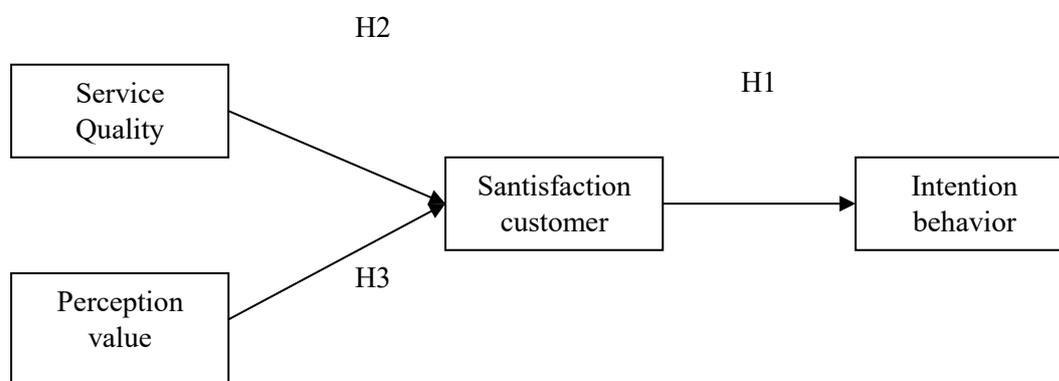
II. RESEARCH METHOD

This research was conducted to achieve the established research objectives, namely to explore information from respondents that respondents to the quality of services provided by UT-UPBJJ Denpasar and perceptions of the value of Open University, student satisfaction (customers) and student behavioral intentions (customers). This research is quantitative research. To obtain information from respondents using a questionnaire and analyzed statistically. The population in this study were students of UPBJJ-UT Open University Non Denpasar Program. The procedure for selecting samples in this study is to use *probability sampling.* While the sampling technique in this study used *purposive sampling.* The sample in this study were Non-Education Program students.[11]

In this study the data sources used are primary data. The primary data collection method is to use surveys that are asking questions to respondents with questionnaire instruments and recording answers to be analyzed. Questionnaires were distributed to respondents of Non-Public Relations students. This questionnaire is closed, meaning the respondent only chooses the available answers that are considered appropriate. The distribution of the questionnaire was carried out directly by the research team. This research data uses primary data sources. Primary data was taken from student respondents who came to UPBJJ-UT Denpasar who needed service. To analyze the data obtained from respondents, researchers conducted an analysis using *confirmatory factor analysis* to determine to confirm the factors that shape the construct of service quality, perceived value, customer satisfaction and intention to behave. Whereas to determine the influence of service quality and perceived value on intention to behave by mediating customer satisfaction using *linear regression.* From these statistical data the researchers describe and explain (explanation) the information obtained from respondents to conclude the results of the study.[12]

III. RESULTS AND FINDING

Effect of Customer Satisfaction (Customer Satisfaction) Intention To Conduct

Relationship between the variables of intention to behave with customer satisfaction calculated by the correlation coefficient is 0.673. This shows a close relationship between the intention of behaving with customer satisfaction. The direction of a positive relationship (no negative sign on the number 0.673) shows that the greater the customer satisfaction will make the intention to behave tends to increase. The level of significance of the one-sided correlation coefficient of output (measured by probability) yields 0,000 or practically 0. Because probabilities are far below 0.05, the correlation between intention to behave with customer satisfaction is very real.

The R square is 0.453 (squaring of correlation coefficients). R square can be called the coefficient of determination, which in this case means 45.3% of the variation in intention to behave can be explained by the variable Customer Satisfaction. While the remaining 54.7% is explained by other reasons. R square ranges from numbers 0 to 1, the smaller the R square number, the weaker the relationship between the two variables. ANOVA test results or F test, obtained F count 229,061 with a significance level of 0,000. Because the probability (0,000) is far less than 0.05, the regression model can be used to predict the intention to behave. Regression equation $Y = 0.673 X + 7.588E-18$, where Y is the intention to behave and X is customer satisfaction. Because the constant 7.588E-18 is not significant, the equation becomes $Y = 0.673 X$. The regression coefficient of 0.673 states that each addition of 1 unit of Customer Satisfaction will increase the Behavioral Intention of 0.673.[13]

The relationship between the variables of Customer Satisfaction with Service Quality is calculated with the correlation coefficient is 0.829. This shows a close relationship between Customer Satisfaction and Service Quality. The direction of a positive relationship (no negative sign on the number 0.829) shows that the greater the quality of service will make customer satisfaction tends to increase. The level of significance of the one-sided correlation coefficient of output (measured by probability) produces 0,000 or practically 0. Because the probability is far below 0.05, the correlation between Customer Satisfaction and Service Quality is very real. The R square number is 0.687 (the calculation of the correlation coefficient). R square can be called the coefficient of determination, which in this case means 68.7% of the variation in Customer Satisfaction can be explained by the variable Quality of Service. While the remaining 31.3% is explained by other reasons. R square ranges from numbers 0 to 1, the smaller the R square number, the weaker the relationship between the two variables.[14]

The results of the ANOVA test or F test, obtained F count of 607,392 with a significance level of 0,000. Because the probability (0,000) is far less than 0.05, the regression model can be used to predict Customer Satisfaction. Regression equation $Y = 0.829 X - 1.483E-16$, where Y is Customer Satisfaction and X is Service Quality. Because the constant -1.4483E-16 is not significant, the equation becomes $Y = 0.829 X$. The regression coefficient of 0.829 states that each addition of 1 unit of Service Quality will increase Customer Satisfaction by 0.829.

The Effect of Perceived Value on Customer Satisfaction (Customer Satisfaction)

The relationship between Customer Satisfaction variables and Perception The value calculated with the correlation coefficient is 0.681. This shows a close relationship between Customer Satisfaction and Perception of Value. The direction of a positive relationship (no negative sign on the number 0.681) shows that the greater the Value Perception will make Customer Satisfaction tend to increase. The level of significance of the one-sided correlation coefficient of output (measured by probability) produces a number of 0,000 or practically 0. Because probability is far below 0.05, the correlation between Customer Satisfaction and Perception of Value is very real. The R square number is 0.464 (calculation of the correlation coefficient). R square can be called the coefficient of determination, which in this case means that 46.4% of the variation in Customer Satisfaction can be explained by the Value Perception variable. While the remaining 53.6% is explained by other reasons. R square ranges from numbers 0 to 1, the smaller the R square number, the weaker the relationship between the two variables. [15]

The results of the ANOVA test or F test, obtained F count 239.801 with a significance level of 0.000. Because the probability (0,000) is far less than 0.05, the regression model can be used to predict Customer Satisfaction. Regression equation $Y = 0.681 X - 4.160E-17$, where Y is Customer Satisfaction and X is Service Quality. Because the constant -4.160E-17 is not significant, the equation becomes $Y = 0.681 X$. The regression coefficient of 0.681 states that each addition of 1 unit of Perception Value will increase Customer Satisfaction by 0.681. Service quality by Parasuraman (1988) consists of five dimensions: physical state *(tangible),* reliability *(reliability),* responsiveness *(responsiveness),* assurance *(assurance)* and empathy *(empathy).* Physical conditions related to facilities, equipment and staff appearance that can be seen by customers. Reliability in terms of service is the ability to service customers accurately. Responsiveness is willingness to help customers and

8615

provide services quickly. The guarantee dimension is defined as the knowledge of staff and their ability to convey trust. While empathy is defined as caring for individual attention given to customers.

UPBJJ-UT Denpasar always provides excellent service to students as customers and the community as potential customers. Service quality that is continuously improved in accordance with the dimensions delivered by Parasuraman includes physical condition, reliability, responsiveness, empathy for registration services, teaching materials, learning assistance (tutorial / practice / practicum), administering examinations, transferring credit and administrative services. The dimensions of the physical condition *(tangible)* in an effort to provide quality service one of which is UPBJJ-UT Denpasar environment comfortable and friendly, comfortable and clean office space, fully owned facilities and sophisticated equipment and technology. These examples are seen from the physical form of facilities and equipment. While the physical form of teaching materials is an important part because teaching materials as a medium for delivering knowledge *(trasnfer knowledge)* include good design, form and layout of teaching materials, content of instructional materials is structured and systematic, readable prints and paper used good quality teaching materials . These efforts are expected to provide quality service to students.[16]

Quality of service seen from the dimensions of reliability *(reliability)* has done the Open University including the accuracy of registration data on identity cards Peseta Exam (KTPU), the accuracy of identity in the List of Value Test (DNU), the accuracy of registration data in Information Sheet Payments (LIP), suitability reception teaching materials, the accuracy of the tutorial schedule, the completeness of the exam text, the timeliness of the announcement of the exam results, the completeness of the scores at DNU in accordance with the courses followed by the exam and academic activities in accordance with the academic calendar. The ability to accurately service students is very important and needs to be maintained and improved in quality. The third dimension is responsiveness *(responsiveness)* given to students including the speed of registration services, the speed of receiving teaching materials, speed of making letters, speed of making cover letters, speed of service value cases, service staff responding to student needs quickly and academic staff responding to academic guidance with well. The factor of speed of service to students is very important so that the speed of service becomes one of the factors of service quality. The era of technological advancements requires something fast, services that are slow to be abandoned by customers.[18]

Guarantee *(assurance)* as the ability to convey trust that has been done UPBJJ-UT Denpasar, among others, the usefulness of the tutorial to understand the course material, the adequacy of the test, the professionalism of the invigilator, order implementation of the test, the service staff is able to explain in full, the academic staff own a high competence , teaching materials are written by highly competent lecturers and experts in their fields. This dimension gives confidence to students to be loyal in completing their studies. Finally, the dimensions of empathy *(emphaty)* that have been made include the availability of information about registration, the availability of registration forms, the ease of obtaining Payment Information Sheets, registration officers' concerns, ease of paying tuition, ease of obtaining teaching materials, ease of getting tutorial services, availability of information implementation of the exam, affordability of the place of examination, ease of obtaining information on the results of examinations, concern of the officer in making a certificate or cover letter, academic staff providing attentive academic guidance and the existence of sms remainder to remind academic activities. Empathy is very important because students feel cared for.[19]

8616

Research on the influence of service quality on customer satisfaction has been carried out both inorganizations *profit* such as service companies and manufacturing andorganizations *not for profit* such as education. Also, Juntunen and Grant (2010) examined service quality and its relationship to satisfaction and loyalty in outsourcing logistics relations. Chaniotakis and Lymperopoulos (2009) examined the effect of service quality on satisfaction and *word of mouth* in the health industry. Qin and Prybutok (2009) examined service quality, customer satisfaction and intention to behave in fast food restaurants. This research is one of the objectives of analyzing the effect of service quality on customer satisfaction. Customers in this case are students. The indicators of customer satisfaction in this study include students feeling satisfied with registration services, feeling satisfied with teaching material services, feeling satisfied with tutorial services, feeling satisfied with the service of administering examinations and so on. In this study the relationship between service quality and customer satisfaction shows a close relationship with the correlation coefficient of 0.829. The direction of the relationship is also positive, this shows that the greater the quality of service perceived by students will make student satisfaction tends to increase. R square obtained by 0.687 shows that 68.7% of variations in customer satisfaction can be explained by service quality variables. While the remaining 31.3% is explained by other reasons. The results of the ANOVA test or F test, obtained F count 607,392 with a significance level of 0,000, this regression model can be used to predict customer satisfaction. The regression equation obtained is Y = 0.829 X, the regression coefficient of 0.829 states that each addition of 1 unit of service quality will increase customer satisfaction by 0.829, so the influence of service quality on customer satisfaction in this study is very large. [20]

This study also aims to analyze the effect of perceived value on student satisfaction. Perceptions of value are unique and different characteristics than those of the Open University that add value to the Open University and students. The value perception indicators include the Open University is a State University (PTN), the Open University is Distance Education (PTJJ), being an active member of The International Council for Open and Distance Education (ICDE), learning is not done face-to-face but uses media , service offices are spread throughout Indonesia and as. The value perception indicator is explored, there are 19 indicators to test the value perception variable. Research on value perception has been carried out by Qin and Prybutok (2009) examining service quality, customer satisfaction and intention to behave in fast food restaurants. But the results of his research did not significantly influence.

The results of this study the relationship between perceived value and customer satisfaction shows a fairly close relationship with the correlation coefficient is 0.681. The direction of a positive relationship means that the greater the perception of student values   towards the Open University will make student satisfaction tends to increase. The value of R square is 0.464 means that 46.4% of the variation in customer satisfaction can be explained by the value perception variable. While the remaining 53.6% is explained by other reasons. The results of the ANOVA test or F test, obtained F count 239,801 with a significance level of 0,000, then the regression model can be used to predict customer satisfaction. Regression equation Y = 0.681 X, the regression coefficient of 0.681 states that each addition of 1 unit of value perception will increase customer satisfaction by 0.681, so that the influence of perceived value on customer satisfaction is quite large because the regression coefficient is above 0.5.

Customer satisfaction that results from the influence of service quality and perceived value will affect the intention to behave. This third relationship research has been conducted by Qin and Prybutok (2009). Similar research has been carried out by Wang and Lo (2002) examining service quality, customer satisfaction and intention to behave in the Chinese telecommunications industry. Ladhari (2009) examined service quality, emotional satisfaction and intention to study behavior in the hotel industry. Saha and Theingi (2009) service quality, satisfaction and intention to behave in low cost air transport studies in Thailand.

The variable intention to behave is defined as the intention of students to consciously carry out actions, actions, behaviors in relation to studies, provide information to others and loyalty. In this study the indicators included completing studies at the Open University until completion, continuing to pursue higher degrees at the Open University after graduation, being loyal to the Open University, inviting family and friends at the Open University, sharing learning experiences with family and friends , helped to socialize and promote Open University programs to the public and so on. The intention to behave is very important because students will become loyal, learning retention becomes high, making students asmedia *word of mouth,* and as an effective and efficient promotional agent.

The results of this study relationship between intention variables behave with customer satisfaction quite closely with the correlation coefficient is 0.673. The direction of a positive relationship shows that the greater customer satisfaction (student) will make students the intention to behave tends to increase. The value of R square is 0.453 which in this case means 45.3% of the variation in intention to behave can be explained by the variable customer satisfaction. While the remaining 54.7% is explained by other reasons. ANOVA test results or F test, obtained F count 229,061 with a significance level of 0,000. then the regression model can be used to predict intention to behave. Regression equation Y = 0.673 X, regression coefficient of 0.673 states that each addition of 1 unit of customer satisfaction will increase the intention to behave by 0.673, so that the effect of customer satisfaction on intention behaves quite large because the regression coefficient is above 0.5. From the discussion of the results of this study, service quality and perceived value directly and positively affect customer satisfaction. Customer satisfaction directly and positively affects the intention to behave. So that service quality and perceived value through mediating customer satisfaction positively influences the intention to behave.

IV. CONCLUSION

Based on the results of the analysis described above, this study can be concluded as follows, *first,* service quality directly and positively affects customer satisfaction. The service quality provided by UT Denpasar UPBJJ which includes registration services, teaching materials, study assistance, administering examinations and administration affects student satisfaction. Good service quality tends to increase student satisfaction. *Second,* value perception directly and positively affects customer satisfaction. The characteristics of the Open University which are unique and different from the general ones that can provide added value for students tend to increase student satisfaction. *Third,* Customer satisfaction directly and positively affects the intention to behave. Student satisfaction tends to increase students' intention to behave loyalty, maintain retention, *word of mouth* and potential promotion agents. Service quality and perceived value through mediating customer satisfaction positively affects intention to behave. Service quality and perceived value of students can influence their intention to behave themselves by mediating the satisfaction they feel.

References

[1] Lego Karjokoa, Djoko Wahyu Winarno, Zaidah Nur Rosidah, I Gusti Ayu Ketut Rachmi Handayani, "Spatial Planning Dysfunction in East Kalimantan to Support Green Economy", *International Journal of Innovation, Creativity and Change*, Volume 11, Issue 8, (2020).

[2] Sudarwanto, A.S., Handayani, I.G.A.K.R, "The implementation of land provision for development for the public interest in Merauke land Papua Province", *International Journal of Advanced Science and Technology*, Volume 28, Issue 20, 31 December 2019, Page. 269-275.

[3] Suwari Akhmaddhian, Hartiwiningsih & I Gusti Ayu Ketut Rachmi Handayani, "The Government Policy of Water Resources Conservation to Embodying Sustainable Development Goals: Study in Kuningan, Indonesia", *International Journal of Civil Engineering and Technology*, Volume 8, Issue 12 (2017).

[4] Ahmadi, M.H., Handayani, I.G.A.K.R., Karjoko, L., "Problems in Law of Mortgage Right Law Number 4 Tahun 1997", *International Journal of Advanced Science and Technology*, Volume 28, Issue 20, 31 December 2019, Page. 321-324.

[5] Putri, P.M., Handayani, I.G.A.K.R., Novianto, W.T., "Legal protection for HIV/AIDS Patients in Indonesian Medical Services", *International Journal of Advanced Science and Technology*, Volume 28, Issue 20, 31 December 2019, Page. 534-539.

[6] Soediro, Handayani, I.G.A.K.R., Karjoko, L., "The Spatial Planning To Implement Sustainable Agricultural Land", *International Journal of Advanced Science and Technology*, Volume 29, Special Issue 3 (2020), Page. 1307-1311.

[7] Leonard, T., Pakpahan, E.F., Heriyatia, Karjoko, L., Handayani, I.G.A.K.R., "Legal review of share ownership in a joint venture company", Support Green Economy", *International Journal of Innovation, Creativity and Change*, Volume 11, Issue 8, (2020).

[8] Prasetyo, B., Handayani, I.G.A.K.R., Sulistyono, A., Karjoko, L., "Legal framework for social security state civil apparatus", *International Journal of Advanced Science and Technology*, Volume 28, Issue 20, 31 December 2019.

[9] Sari, S.D., Handayani, I.G.A.K.R., Pujiyono, "The Factors Making The Law Protection For The Patients Of Esthetic Beauty Clinic In Indonesia Not Fulfilling Citizen's Constitutional Right", *Medico-Legal Update*, Volume 19, Issue 1, 2019, Pages 252-256.

[10] Nurhayati, R., Gumbira, S.W., Tejomurti, K., "Rights of freedom of expressing community organizations in Indonesia after law number 16 of 2017 concerning community organizations", *International Journal of Advanced Science and Technology* 28, (20), pp. 510-518.

[11] Kukuh Tejomurti, Seno Wibowo Gumbira,Naim Fajarul Husna,Abdul Kadir Jaelani,Nurhidayatuloh, "Urgency of Applying Regulatory Sandbox as A Legal Protection Efforts For Equity Crowdfunding Investors", *International Journal of Advanced Science and Technology*, Volume 29, Issue 4, 2020.

[12] I Gusti Ayu Ketut Rachmi Handayani, "Efforts to Reduce Crime Of Processed Food Without Circular License In Indonesia" *International Journal of Advanced Science and Technology* Vol. 28, No. 15, (2019). Page. 839-844.

[13] Jaelani A.K, Handayani I.G.A.K.R, Karjoko L, "Executability of the Constitutional Court Decision Regarding Grace Period In The Formulation Of Legislation", *International Journal of Advanced Science and Technology* Vol. 28, No. 15, (2019). Page. 816-823

[14] Jaelani A.K, Handayani I.G.A.K.R, Karjoko L, "Development of Tourism Based on Geographic Indication Towards To Welfare State", *International Journal of Advanced Science and Technology* Vol. 29, No. 3s, (2020). Page. 1227-1234.

[15] Indrastuti L, Jaelani A.K., Nurhidayatullah, Iswantoro, "Decentralization of Health in the Era Of Extensive Autonomy in North Konawe District", *International Journal of Advanced Science and Technology* Vol. 28, No. 15, (2019). Page. 845-853

[16] Gumbira, S.W, Jaelani, A.K., Tejomurti, K, Saefudi, Y., "Quo Vadis of Reputation Delict After Constitutional Court Decision Number 76/PUU-XV/2017", *International Journal of Advanced Science and Technology* Vol. 28, No. 20, (2019). Page. 519-525

[17] Nurhidayatuloh, Febrian, Apriandi, M., Annalisa, Y., Sulistyaningrum, H.P., Handayani, I., Zuhro, F., Jaelani, A.K., Tedjomurti, K., "Transboundary Haze-Free for Southeast Asian Countries by 2020: A Delusional Vision?", *International Journal of Psychosocial Rehabilitation*, Volume 24, Issue 2, February 2020, Pages 1923-1929.

[18] Surachman A, Handayani I.G.A.K.R, Taruno Y. "Effect of Globalization on Establihment of Water Resource Law: A Practice in Indonesia", *International Journal of Economic Research,* Volume 14, Number 13 Tahun 2017.

[19] Sudarwanto, A.S., Handayani, I.G.A.K.R, "The implementation of land provision for development for the public interest in Merauke land Papua Province", *International Journal of Advanced Science and Technology*, Volume 28, Issue 20, 31 December 2019, Page. 269-275.

[20] Jaelani A.K, Handayani I.G.A.K.R, Karjoko L, "Development of Tourism Based on Geographic Indication Towards To Welfare State", *International Journal of Advanced Science and Technology* Vol. 29, No. 3s, (2020). Page. 1227-1234.