

Travel Book Service Based on Line and Discipline Work Officer Educated Standard Operational Procedures on Service User Satisfaction Index

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Abstract. The purpose of this research is to find out the direct and indirect effects of Seafarers Based On lineBook Service and Officer Work Discipline on Standard Operating Procedures through the Community Satisfaction Index. Quantitative research methods using a sample of 217 people randomly, technically analyze the data using correlation and regression tests and hypothesis testing and user path analysis, Test results Direct influence between Seafarers' Book Services Based On line and Work Discipline in multidimensional to the Standard Operating Procedure of 0.667 while indirect influences amounting to 0.246, from the results of hypothesis testing it can be seen $F_{count} > F_{table}$ then (H_a) is accepted, the research hypothesis is accepted there is a direct and indirect influence between the On-line Seafaring Book (X1) and Work Discipline (X2) simultaneously on the Standard Operating Procedure. The direct influence between On-line Seafarers' Book Services and Work Discipline simultaneously on between the Community Satisfaction Index is 0.682 while the indirect influence is 0.317, from the results of hypothesis testing it is seen $F_{count} > F_{table}$ then (H_a) is accepted then the research hypothesis is accepted and there is no direct effect directly between On line(X1) Seafaring Books and Work Discipline simultaneously on between the Community Satisfaction Index Direct Influence between Standard Operating Procedures on the Society Satisfaction Index of 0.739 while the indirect effect is 0.403, from the results of hypothesis testing $t_{count} > t_{table}$ then (H_a) accepted then the research hypothesis is accepted there is a direct and indirect influence between Standard Operating Procedures

Keywords: online based seafarers book services, officer work discipline, standard operating procedures and community satisfaction index

A. INTRODUCTION

"The era of digitalization of industry 4.0 is a necessity" and the Ministry of Transportation, however, must be prepared to improve itself both management and human resources. (<http://www.dephub.go.id/>), Implementation of the first Inaportnet system in Makassar Port, and subsequently followed in 15 other ports in Indonesia.

The Tanjung Priok Main Class Syahbandar Office Jakarta in On line based data management is expected to improve organizational performance, such as in the procedures for issuing new seafarers books, the application of missing or old seafarers book replacement procedures, and seafarers book extension processes, with On line based mechanisms expected to bring acceleration and accountability and make low service costs, of course, must start with the willingness and high discipline of employee work (<http://berita.trans.com/2017/11/21/>),

B. RESEARCH PROBLEM

- a. Identification By looking at the background of the problem that has been used above, problems can be identified as follows:

Long bureaucracy is still felt in the service of seafaring-based books on line with Standard Operating Procedures felt

- Still low work discipline of employees towards Standard Operating Procedures.
- The low level of service for making seafarers based on line and employee discipline on Standard Operating Procedures.

b. Formulation

- the background of the problem and identification of the problem then the formulation of the problem in this study are as follows:
- How big is the direct influence of the seafarers' book service based on line with Standard Operating Procedures.
- How big is the direct influence of Employee Work Discipline on Standard Operating Procedures.
- How big is the direct influence of On-line Seafarers Book Service and Employee Discipline simultaneously on Standard Operating Procedures.

c. Limitation

This research is limited to the complexity of the problem, especially on the variables studied, which are on lineseafarers service, employee work discipline and standard operating procedures and service user satisfaction index (IKM). The object of research is service users in this case seafarers and ship owner businesses during research take place.

d. Benefits of Research

The results of the research conducted by the author are expected to benefit various parties, including:

- For Companies. It is expected to be an input and reference material for internal management, in order to know the Effect of On-line Seafarers' Book Service, and Employee Work Discipline on Standard Operating Procedures and Their Implications for the Service User Satisfaction Index at the Tanjung Priok Main Class Portharbour Office in Jakarta.
- For the Trisakti Institute of Transportation and Logistics (ITL). Research is expected to be able to enrich the repertoire of human resource management knowledge specifically with regard to existing aspects with service innovation based on line, standard operating procedures and service user satisfaction index.

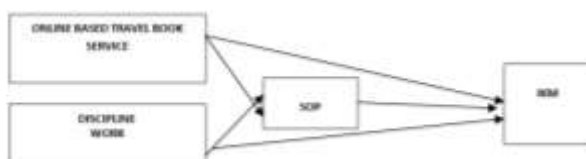
e. Research purposes

The research objectives in this research are:

- To Analyze the Effect of On-line Seafarers Book Services on Standard Operating Procedures.
- To Analyze the Effect of Employee Work Discipline on Standard Operating Procedures.
- To Analyze the Effect of Online-based Seafarers Book Service and Employee Discipline simultaneously on Standard Operating Procedures.

C. THEORY

Model Framework



D. HYPOTHESIS

- a. **Seaman's Book** are official State documents issued by the Government that contain seafarers' physical identities that are not based on fingerprint biometric standards and are not travel documentation and cannot replace passports. Tata Sutabri (2012: 38) Information system is a system within an organization that brings together daily transaction processing needs that support managerial organizational functions in the strategic activities of an organization to be able to provide certain external parties with the necessary reports. service users must meet the procedures stipulated by the Syahbandar, namely (1) Users of services enter the site www.dephub.go.id then select the desired application menu (new book / renewal / replacement etc.); (2) Then service users fill out the form provided by the online seafarers application; (3) Select the nearest Syahbandar location to print the seaman's book; (4) Print proof of payment; (5) Next the service users come to the Syahbandar and provide proof of online registration along with the requirements; (6) The Syahbandar Officer verifies the application document for the service user; (7) Verification OK; (8) The service user then takes a photo of the seaman's book; (9) The Syahbandar official approves the seaman's book request; (10) after that, service users can check e-mail to obtain information on PNPB bills (Non-Tax State Recipients) that must be paid; (11) If the service user has received a payment bill, then the service user is asked to pay PNPB according to the billing code to the designated bank; (12) The service user then submits proof of PNPB payment to the Syah bandar officer; (13) The clerk then prints the seaman's book; (14) The authorized official then ratifies the seaman's book; (15) After all procedures have been fulfilled, service users have the right to obtain seaman books
- b. **Discipline** is a Based on the theory synthesis in the discipline variable is a certain mental attitude which is attitude and order. A high level of knowledge about the system or norms, the standard criteria that give rise to those who naturally show the heart, understanding the awareness to obey everything that is known carefully and orderly. The discipline originating from the Latin language is discipline which means training or modesty and spirituality education and character developmentt, Sugeng (2009: 23-24) emphasizes that employee work discipline covers 3 (three) aspects, including:
- Mental attitude which is an obedient and orderly attitude as a result or development of practice, mind control and character control.
 - A good understanding of the system of rules of conduct, such criteria and standards norms, so that understanding fosters a deep understanding or awareness that obedience to rules, norms, criteria and standards is an absolute requirement to achieve success.
 - Attitudes that naturally show sincerity to obey all things carefully and orderly.
- c. **Standard Operating Procedure (S.O.P)** .Standard Operating Procedure is a procedure for a series of methods that have become a fixed pattern in carrying out a work which is a roundness with dimensions; analysis of work systems and procedures; task analysis and analysis of work procedures. According to Atmoko (2011: 2) SOP is a guideline or reference for carrying out work duties in accordance with the functions and tools of work appraisal of government agencies based on technical, administrative and procedural indicators in accordance with work procedures, work procedures and work systems in work units that concerned, Chrisyanti (2011: 203) states that SOPs are relevant because they are a benchmark in assessing the effectiveness and efficiency of a company's performance in implementing its work program. From the previous understanding it can be concluded that the SOP is a work guideline for each company in carrying out its operational activities. According to Syamsi in Sayuti (2012: 2), work procedures are a series of interrelated tasks that are chronologically sequential in order to complete a job.

- d. **Index of Service User Satisfaction (I.K.M.)** The Community Satisfaction Index is the level of achievement of service performance of government agencies in providing services to service users. service satisfaction is the result of opinions and evaluations of service users on the performance of services provided by public service providers. (KEP / 25 / M.PAN / 2/2004) According to ministerial decree no. KEP / 63 / KEP / M.PAN / 7/2003 In the preparation of the IKM a questionnaire was used as a tool to collect data on the satisfaction of service recipient service users. The questionnaire was prepared based on the purpose of the survey on the level of satisfaction of service users. towards IKM *Syahbandar* Office and Jayapura Port Authority, with Index of User User Satisfaction (IKM) for service procedures for seafaring book publishing provided by the *Syahbandar* Office and Jayapura Port Authority is 2,801 which is included in the Good category, where the highest satisfaction value is an element of service procedures (3.06) and the lowest satisfaction value is the element of certainty of the service schedule (2.44) and environmental comfort (2.50). (source: Sunarto 2015).

E. RESEARCH DESIGN

- a. **Research.** The research method that will be used is the survey method, with causal techniques. In analyzing the data there is or not the influence of one variable with other variables using the path analysis. In the study consists of two independent variables, one dependent variable and moderating variable or variable Z with details; Independent variables include; Online Seafarers' Book Services, and Work Discipline while the dependent variable in this study is the Standard Operating Procedure, for the moderating variable or variable Z is the Service User Satisfaction Index.
- b. **Path Analysis.** According to Akrodon (2013) this technique is used in testing the contribution shown by the path coefficients on each path diagram of the causal relationship between variables X1, X2, X2, X3 etc. towards Y and the impact on Z ., In this study will use help from SPSS version 24 software.

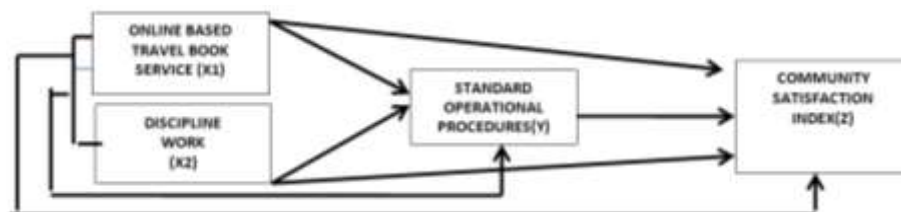
- 1).The rule of testing is significant manually: use table F
- 2). Significant testing rules: SPSS 24.0 program

If the probability value of 0.05 is smaller or equal to the probability value sig or $[0.05 \leq \text{Sig}]$, then H_0 is accepted and H_a is rejected, the meaning is not significant. If the probability value of 0.05 is greater or equal to the probability value sig or $[0.05 \geq \text{Sig}]$, then H_0 is rejected and H_a is accepted, meaning significant.

To find out the significance of comparative path analysis between a probability value of 0.05 with a probability value of sig with the basis of decision making as follows:

- If the probability value of 0.05 is smaller or equal to the probability value Sig or $[0.05 \leq \text{Sig}]$, then H_0 is accepted and H_a is rejected, the meaning is not significant.
 - If the probability value of 0.05 is greater or equal to the probability value Sig or $[0.05 \geq \text{Sig}]$, then H_0 is rejected and H_a is accepted, meaning significant.3).
- Summarize and conclude

Path Analysis



F. POPULATION AND SAMPLE

- a. Population is all areas of generalization consisting of objects or subjects that have certain qualities and characteristics. Samples are a portion of the amount, and characteristics possessed by the population. The target population in this study is the working area of the Tanjung Priok Main Class Syllabus Office in Jakarta, with an estimated arrival of an average of 478 seafarers in the management of seaman books every week.
- b. The distribution of the questionnaire was delivered as many as 300 copies of the questionnaire distributed to the visitors who came at that time in the document management room while the number 300 was distributed to avoid errors as a result of human error. this is very proportional so that it can represent the general characteristics of the object of research. The return questionnaire numbered 240 and those that have been adjusted and valid with 217 results of the selection are very proportional so that they can represent the general characteristics of the object of research.

G. ANALYSIS

- a. Identification of Respondents

Identification is short information containing; gender, age of respondent, level of education and length of employment of respondents with the results of the recapitulation as follows

Table Identification Respondents

Identifikasi		Frekuensi	Prosentase
Gender	Man	122	56%
	Woman	95	44%
Age	< 30 years	23	11%
	31 - 40 years	98	45%
	41 - 50 years	49	23%
	> 50 years	47	22%
Education	Junior high school	0	0%
	Senior High School	12	6%
	Diploma	49	23%
	Bachelor	117	54%
	Postgraduate	39	18%
Duration of working	< 3 years	6	3%
	3 - 5 years	12	6%
	6 - 10 years	83	38%
	> 10 years	116	53%

Source: data processing

- b. Test of Classical Assumptions

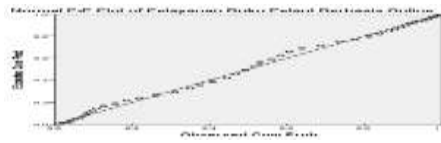
1. Normality test

One-Sample Kolmogorov-Smirnov Test

		Seafarers 'Book Service Based On Line	Employee Discipline	Standard Operating Procedure	Service User Satisfaction Index
N		217	217	217	217
Normal Parameters	Mean	88.2870	63.5000	58.1435	146.2731
	Std. Deviation	11.64079	9.29566	9.44077	17.92554
Most Extreme Differences	Absolute	.069	.092	.061	.048
	Positive	.042	.034	.031	.040
	Negative	-.069	-.092	-.061	-.048
Test Statistic		.069	.092	.061	.048
Asymp. Sig. (2-tailed)		.136	.139	.476	.227

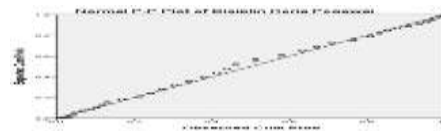
Source: SPSS Data Processing

- 1) Seafarers Book Services Based On line(X1)



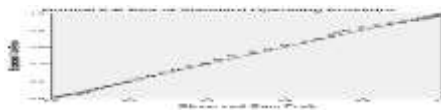
NPP Seafarers Book Service Variables Based On line(X1)

- 2) Readiness facing Work Discipline (X2)



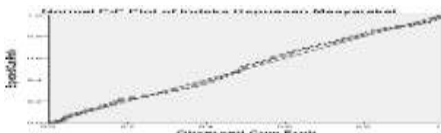
NPP Work Discipline Variable (X2)

- 3) Standard Operating Procedure (Y)



NPP Standard Operating Procedure Variables (Y)

- 4) Service User Satisfaction Index (Z)



NPP Variable service user satisfaction index (Z)

2. Multicollinearity Test

Model	Collinearity Statistics	
	Tolerance	VIF
(Constant)		
Seaman Book Services Based on Online		
Employee Work Discipline	.883	1.133
	.883	1.133

3. Heteroscedasticity Test



Source: SPSS 24 Data Processing Output

4. Auto correlation Test

Model	Durbin-Watson
1	1.465

H. KEY FINDINGS

Based on the results of data processing on the variables analyzed in this case (Seafarers Based On lineBook Services, Work Discipline, Standard Operating Procedures and Service User Satisfaction Index) to find out perceptions or responses of service users on variables with the following results :

- Seafarers' Book Services Based On line Based on the results of data processing on the seafarers' book service variable based on line(X1) using 28 items of questions submitted with the following perception results
- Work Discipline
In the employee performance variable 20 items of questions were distributed to the same respondent, with the following perceptions:
- Standard Operating Procedure
In Standard Operating Procedure variables used 18 items of questions given to the same respondent with the following results.
- Service User Satisfaction Index
Towards service user satisfaction index variables using 46 items of questions submitted to respondents with the results of the recapitulation as follows:

a. Effect of Seafarers' Book Services based on linewith Standard Operating Procedures

The results of the data analysis between Seafarers' Book Services Based On line(X1) on Standard Operating Procedures, with the following results:

1. X1 and Y Correlation Tests

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.610 ^a	.372	.365	3.62880

The results of data processing show that the correlation value is 0.610 or 61%, thus there is a moderate positive relationship between Seafarers' Book Services Based On lineagainst Standard Operating Procedures. This means that if the Online Line of Seafarers Book Service Service rises it will be followed by strengthening Standard Operating Procedures.The test results of the determinant coefficient are 0.372 or (37.2%) thus variations in the increase in decreases in the Standard Operating Procedure variables can be explained by the On linebased Seafarers Book Service variable of 0.372 thus other factors outside the two variables are 0.628 or 62.8%.

2. Linear Regression Test X1

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	28.752	4.502		6.387	.000
Seaman Book Services Based on Online	.333	.051	.410	6.585	.000

Dependent Variable: Standar Operasi Prosedur' $Y = 28,752 + 0,333X1$

Therefore :

- The constanta value of 28.752 shows the pure value of the Standard Operating Procedure variable without being influenced by the On-line Seafarers Book Service variable of 28,752
- The regression value of 0.333 shows that there is a positive contribution generated by the On-Line Seafarers Book Service variable, meaning that if the

Seafarers' Book Services Based variable is On linear increases by 1 point, then it will be followed by 1 point of Standard Operating Procedure.

- Test Individual Hypotheses

The results thus ($t_{count} 6,865 > t_{table} 2,000$) then (H_0) is rejected and (H_a) is accepted which means that there is an influence between Seafarers' Book Services Based On line against Standard Operating Procedures. The probability value of the results is seen ($p = 0,000 < \alpha = 0.05$) so that the Online Based Seafarers Book Service variable is significant for the Standard Operating Procedure variable in the *Tanjung Priok Main Class Syahbandar* Office in Jakarta.

b. Effect of Work Discipline with Standard Operating Procedures

1. The results of processing data on the test of the Work Discipline variable on the Standard Operating Procedure can be seen as follows:

Correlation Test of Summary X2 and Y Models

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.550 ^a	.302	.298	9.16187

Linear Regression Test X1

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1. (Constant)	42.009	4.314		9.739	.000
Employee Work Discipline	.254	.067	.250	3.780	.000

Dependent Variable: Standar Operasi Prosedur'

2. The Simultaneous Influence of Online Seafarers' Book Services and Work Discipline simultaneously on Standard Operating Procedures

Joint Correlation Test X1, X2 and Y

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.667 ^a	.444	.374	8.57797

- Predictors: (Constant), Employee Work Discipline, Seaman Book Service Based On line
- Dependent Variable: Standard Operating Procedure 'Uji Regresi Linier Berganda X1 dan X2

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	23.789	5.194		4.580	.000
Seaman Book Services Based on Online	.298	.053	.568	5.579	.000
Employee Work Discipline	.126	.047	.432	2.680	.021

Dependent Variable: Standar Operasi Prosedur' $Y = 23.789 + 0.298X_1 + 0.126X_2$

Individual Hypothesis Test

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	3489.694	2	1744.847	23.713	.000 ^b
Residual	15672.857	213	73.581		
Total	19162.551	215			

- Dependent Variable: Standard Operating Procedure '

- Predictors: (Constant) Employee Work Discipline, Seaman Book Service Based On Line
3. Effect of Online Based Seafarers Book Services on the Service User Satisfaction Index

The results of the analysis of data between Seafarers' Book Services Based On line(X1) on the Index of Service User Satisfaction, with the following results:

X1 and Z Correlation Tests

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.566 ^a	.309	.289	16.71818

Linear Regression Test X1

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1. (Constant)	96.466	8.722		11.060	.000
Seaman Book Services Based on Online	.564	.098	.366	5.760	.000

Dependent Variable: Service User Satisfaction Index $Y = 96.466 + 0.564X_1$

4. Effects of Work Discipline on the Index of Service User Satisfaction

The results of processing data on the test of Work Discipline variables on the Index of User User Satisfaction can be seen as follows:

Correlation Test of Summary X2 and Z Models

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.420 ^a	.177	.173	16.30192

- Predictors: (Constant), Employee Work Discipline
- Dependent Variable: Service User Satisfaction Index

Linear Regression Test X2

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1. (Constant)	94.786	7.675		12.349	.000
Disiplin Kerja Pegawai	.811	.120	.420	6.779	.000

Dependent Variable: Service User Satisfaction Index $Y = 94.786 + 0.811X_2$

c. Individual Hypothesis Test

The results thus ($t_{count} = 7.69 > t_{table} 2,000$) then (H_0) is rejected and (H_a) is accepted, meaning that there is an influence between the Work Discipline on the Index of Service User Satisfaction, the probability value of the results is seen ($p = 0,000 < \alpha = 0.05$) thus Work Discipline variables are stated to be significantly positive towards the Index of Service User Satisfaction, so the research hypothesis is accepted, meaning that the Work Discipline variable has a positive and significant effect on the Index of Service User Satisfaction, and this can be used as a benchmark. The results of presenting data show:

1. The direct effect of On line(X1) Seafarers Book Services on the Standard Operating Procedure (Y) is 0.610 while the indirect effect is 0.227, from the results of hypothesis testing there are $t_{count} > t_{table}$ then (H_a) is received with $p = 0.000 < \alpha = 0.05$ then the research hypothesis is accepted that there is a direct and indirect

- influence between the On line(X1) Seafaring Book on the Standard Operating Procedure (Y) and the variable can be made a parameter.
2. The results of processing the Direct Effect of Work Discipline (X2) on the Standard Operating Procedure (Y) of 0.550 while the indirect effect of 0.166, from the results of hypothesis testing shows $t_{count} > t_{table}$ then (H_a) received with $\rho = 0.000 < \alpha = 0.05$ then the research hypothesis is accepted there is a direct and indirect influence between Work Discipline (X2) on the Standard Operating Procedure (Y) and the variable can be made a parameter.
 3. The direct influence between On-line (X1) Seafaring Book Services and Work Discipline (X2) simultaneously on the Standard Operating Procedure (Y) is 0.667 while the indirect effect is 0.246, from the results of hypothesis testing it appears $F_{count} > F_{table}$ then (H_a) accepted with $\rho = 0.000 < \alpha = 0.05$ then the research hypothesis is accepted that there is a direct and indirect influence between On line(X1) Seafaring Books and Work Discipline (X2) simultaneously between Standard Operating Procedures (Y) and those variables can made a parameter.
 4. The direct effect of On line(X1) Seafarers' Book Services on the Index of Service User Satisfaction (Z) is 0.566 while the indirect effect is 0.175, from the results of hypothesis testing $t_{count} > t_{table}$ then (H_a) is received with $\rho = 0.000 < \alpha = 0.05$ then the research hypothesis is accepted that there is a direct and indirect influence between the On line(X1) Seafaring Book on the Index of User Satisfaction (Z) and the variable can be made a parameter.

I. CONCLUSION

- a. Based on the results of data processing discussions and analysis, it can be concluded as follows:
- b. Long bureau cracy in line-based seaman book services for Standard Operating Procedures causes service users to participate in supporting the use of On line site as the main choice in the process of making seaman books.
- c. Employee work discipline is very necessary in the service process of making seaman books so that they are in accordance with Standard Operating Procedures in the office in an effort to orderly administration and orderly work.
- d. Knowledge in the use of technology 4.0 is very much needed in the service of making seafarers based on lineso that workers are more disciplined towards the Standard Operating Procedures in force.
- e. The speed of seafarers' book making services is urgently needed in On line-based seaman book services to achieve a high level of demand and service user satisfaction index.

J. RECOMMENDATION

Based on the conclusions above the suggestions in this study are:

- a. Provision of a computer unit needs to be added and made in its place as comfortable and very privacy so that it cannot be seen by people so that service users feel comfortable opening sailors' lines in managing or making seaman books.
- b. Work discipline for employees to be fostered and maintained which has good service in an effort to orderly administration and orderly work.
- c. Knowledge in the use of technology 4.0 is very needed in the service of making On line-based seaman books for both service users and officers to attend seminars or related events about industry 4.0 so that their knowledge can be improved again.
- d. More active for workers to get used to work quickly and precisely to achieve a high level of work in meeting the needs and satisfaction of service users.

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