

## COMPARATIVE ANALYSIS STANDARD OPERATING PROCEDURE LICENSING SERVICE IN SAMARINDA CITY

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### ABSTRACT

This study aimed to analyze the comparison of Standard Operating Procedures (SOP) and the implications of SOP UPT (*Unit Pelayanan Terpadu*) and BPPTSP (*Badan Pelayanan Perizinan Terpadu Satu Pintu*) in Samarinda. This research uses descriptive qualitative key informant with Snowball sampling method. The results showed that the comparative illustration of the requirements from UPT to BPPTSP grew into more detail and detail, then the files are submitted by the applicant through the inspection in completing the filing requirements permit. Implementation of the mechanism UPT to BPPTSP adapted to the legislation in 2011 that contains that the files in BPPTSP have been accepted, it will be processed directly by a technical team and instantly verify the applicant's file. In case of the implications of the comparison UPT and BPPTSP about the income it produces based on the improvement of how quickly the settlement of the permissions and license fees that have helped for improving performance in BPPTSP while the implications of results from the influence of settlement permissions in BPPTSP makes the service becomes better. Implications for time efficiency measured by the settlement process and checked by technical team. This shows that the mechanism and the settlement permission in BPPTSP suitable with the objectives of changing UPT becomes BPPTSP.

**Keywords:** Comparative analysis, standard operating procedures, services, licensing.

### INTRODUCTION

One objective of the implementation of the regional autonomy policy is to improve the quality of public services from local governments to society. Public service is a service that must be organized by the country for fulfilling basic needs or basic rights of citizens (public). The opening of the 1945 Constitution mandates it. The absence or lack of adequate public services would lead to non-fulfillment of human rights by state officials. Public services should be given to every citizen, whether rich or poor, whether that is in the center of progress and underdeveloped areas, whether profitable or require subsidy. Minewhile, the state should take role and be responsible in administering public services.

Every citizen is entitled to public services with feasible quality. The Government shall protect each of its citizens and ensure that they have got the public service with feasible because government needs to regulate the relationship between the citizen as consumer with public service providers. The government is obliged to protect the consumers of public services for obtaining their rights. Quality public services is not only refers to the ministry alone, also emphasizes the organizing process or distribution of the service itself to the society as consumers. Aspects of speed, accuracy, ease, and equality become a tool for measuring the quality of public services. This means, the government, through officials in providing public

services to the public should pay attention to the aspect of speed, accuracy, convenience, and fairness. Abidin (2010: 71).

However, until now the quality of public services is still difficult to access, the procedure is complicated when it should take care of a particular licensing, the cost is not clear and bribery still exist (extortion). It's an indicator of the poor quality of service public in Indonesia. In addition, there is a tendency of the injustice in the public service where people who are poor will difficult to get service. Instead, for those who have the "money", with a very easy to get everything they wants.

The low quality of public services in the various regions showed that efforts of local governments still not maximal to improve the quality service (Podungge, 2010). Therefore, if the inequality and injustice constantly happens, this service will bring the potential that are hazardous in national life. These include the potential of low economic improvement and certain stage can be detrimental to the nation of Indonesia as whole. According Suwitri (2004: 65) that the public service in autonomy will lure investors to invest in the area. Excellent service, fast, precise, easy, cheap, and not convoluted world so desperately needs. Standard services should manage in every area, especially the duty to provide public services. Local regulations regarding local taxes, licensing should manage carefully in order to avoid capital flight of investors from one region to other areas. Sinambela (2010: 6), theoretically the purpose of public service is basically satisfying the community. In the context of the government shows that quality public services related to the ability of government organizations in providing services not desire and willing of the government, but rather based on the wishes and aspirations of the community (Hamid, 2011).

To operationalize these aspirations can be realized through public service quality improvement program, one of the points is compiling local regulations about the procedure of operational standards to ensure the openness of information and accessible services for the users. However, UPT in Samarinda, the programs compiled over the years that have not reflected the government's desire to improve the services quality. This is reflected in programs that run from 2007 through 2008, as well as programs that will be implemented in every year 2009.

Information obtained, Investors who are ready to invest in the city of Samarinda proved to be disappointments when trying to take care of various required permits. Not just because the permitting process is complicated and takes a long time, but also have to go through a lot of tables with their wild collection practices (extortion), the investment has not been run, the money already outed for extortion. Employers' complain are less of response the government in capturing opportunities and the licensing process is not transparent. "In UPT information board is stating how the cost of obtaining a license following details. As a result of the costs incurred to swell.

Lack of information presented, it makes society confused then they will ask the officer but this becomes the second issue because officer gives slow response to the users. It consequently will make the consumer disappointed. Lovelock, Petterson & Walker in Tjiptono & Chandra (2005: 67) argues the perspective of service as a system, in which each business service is seen as a system consisting of two main components: (1) operasai services; and (2) the delivery of services. Thus, to focus on optimizing the service, so on this occasion the authors are interested in examining or analyzing comparison service standard operating procedures (SOP) licensing services on UPT (*Unit Pelayanan Terpadu*) and BPPTSP (*Badan Pelayanan Perizinan Terpadu Satu Pintu*) in Samarinda city, is expected to

lead public opinion towards more positive, because the efforts in improving the quality of service is still colored by negative opinions from the public.

## METHODOLOGY

This research uses descriptive qualitative with a view to identify and describe the analysis comparison service standard operating procedures (SOP) licensing services on UPT and BPPTSP in Samarinda city,

Selection methods and this approach are based on the premise that this study to describe the circumstances and the phenomenon is in accordance with data and facts obtained clearly on the location of systematic research. This research was conducted in the local government of Samarinda, as follows: (1) Effective or not comparison service standard operating procedures (SOP) licensing services on UPT and BPPTSP in Samarinda city, (2) limited the executive officer, (3) low community participation, (4) the weakness of supervision.

*Key informants*, it done by Snowball sampling, the sampling technique of data sources that initially few in number, too long to be great. (Sugiono, 2011). And done in a way that gives an overview of interpersonal picture to understand the case in UPT and BPPTSP

In accordance with the opinion of Moleong (2011), that how many informants in qualitative research is not yet known before investigators collecting field data. Then the data analysis techniques in this study using a model (Miles & Huberman, 2007) in which the data were analyzed qualitatively, the data analysis performed interactively and runs continuously until complete. The series of processes include data reduction, data presentation, and data verification. In general, this research is directed to address a number of research questions, namely:

1. What is the ratio of Standard Operating Procedures (SOP) UPT and BPTSP and its implementation in Samarinda city?
2. What are the implications of the Standard Operating Procedures (SOP) UPT and BPPTSP in Samarinda?

## FINDINGS AND DISCUSSION

### **Comparison Filing Requirements Permits in UPT (*Unit Pelayanan Terpadu*) and BPPTSP (*Badan Pelayanan Perzinan Terpadu Satu Pintu*) Samarinda**

UPT carried out a pattern of Samarinda integrated service that is not a structural organization, but shaped UPT provides services in an integrated manner the recommendations and permissions in one place, where the authority is still in each work unit according to the authority given Regent.

The requirements for the issuance of a license in UPT covering letter of application, a photo copy of ID card, letter of the land where the business or agreement business premises, the deed of establishment of business entities, fitting photo latest size 3 × 4 cm 2 (two) sheets, letters of recommendation from the district head, stamp duty IDR 6 000.2 (two) copies and sign in full tax payment of the last year is a condition which is easily done by the applicant. It does not require a long time to prepare the paperwork necessary to apply for permission to UPT.

The interview result can be taken that UPT provides simple requirements that the investor or entrepreneur is not difficult in the resolution of business license in Samarinda city.

**Table .1: Filing Requirements UPT**

No.	Filing Requirements
1	Application letter
2	Photo ID Card Copy
3	Land Letter Agreement Place of Business or Place of
4	Business
5	Deed of Establishment of Enterprises
6	The latest Photo fitting size 3 × 4 cm 2 (two) Sheet
7	Letter of Recommendation from the Head
8	Stamp duty Rp.6.000. 2 (two) Sheet Signs of Full tax payments last year

Source: Department of Revenue (Revenue) 2015 East Kalimantan

Based on the results of observations obtained that UPT progressively better to improve the quality service for employers and investors who come to Samarinda. Requirements for licensing applicants in UPT can be seen in Table 4.1 with requirements ranging from a letter of application; a photo copy of ID card applicants, sign a full payment of PBB is a requirement that must be owned by the applicant to apply for a business license in the city of Samarinda.

BPPTSP Samarinda implemented with integrated one-stop service pattern to maximize licensing management services in society and provides services and licensing recommendation in one place where the authority still work in one unit based on the authority that given by the Mayor.

BPPTSP has 13 requirements which the applicant must complete the application in writing to the Head BPPTSP with a stamp affixed Rp. 6.000.-, Copy of valid ID card applicant, Payment Proof Copy of PBB last year, Sketch Location known by Head, Photograph 2 pieces 3x4 colored, Articles of the Company for the legal entity, proof of payment of billboards, statutes already endorsed by the cooperative, a copy of building permits, approval of the owner of the house / land or surrounding neighbors of the business to be conducted with the acknowledgment of the acting local, SPPL / UKL-UP / EIA for the type of the required activities, the minutes of the technical team and regular folders 2 fruit.

Based on the interview, the changes continue to be made by the City of Samarinda. This is to improve the economy and development of the city of Samarinda. BPPTSP since 2015 gives some changes in order to improve services to the public.

**Table 2: Filing Requirements Permissions BPPTSP**

No	Filing Requirements
1	A written request to the Head BPPTSP with a stamp affixed Rp. 6.000.-
2	Copy of valid ID
3	Copy of last year's tax Payment Proof
4	Location known sketch by Head
5	Photograph 2 pieces 3x4 colored
6	Certificate of incorporation for the legal entity
7	Proof of payment Advertising

8	Statutes that have been approved by the cooperative
9	Copy of building permit
10	Approval homeowner / ground or surrounding neighbors of the business
11	to be conducted by known by local officials.
12	SPPL / UKL-UP / EIA Required For Activity Type
13	Minutes TIM Technical
14	Ordinary Map 2 pieces.

Source: Samarinda City BPPTSP 2016

Requirements to apply for a business license in BPPTSP can be more fully seen in Table 4.2 above which has 14 main requirements that begin with a written request by the applicant to the Chief BPPTSP, stick with a copy to the official report of TIM Technical upon approval for the business license applicant in Samarinda

Comparison of the requirements in applying for a permit in UPT and BPPTSP Samarinda among others, with the completion last year of the UN files, including a floor plan layout floor plans of buildings and drainage planning. It can be seen from the details of the requirements of UPT and BPPTSP containing about Form License Application that has been filled by the applicant, the completeness of the Deed of Establishment of Enterprises, Corporate Data atau company profile who filed licensing, Record Certificate Enterprises (SBU) who have been registered by the institution, Records Certificate of expertise (SKA) and or the Skills Certificate (SKT) on responsible Engineering Enterprises which have been registered by the Institute, and Record Card responsible for engineering Enterprises (PJT-BU) is equipped with an affidavit of binding of the Tenaga Ahli / Skilled with undertaking the main business entities. (for a list of PJT Enterprises as in Appendix 9 in the Ministerial Regulation No. 04 / PRT / M / 2011 Date: March 28, 2011). For businesses that do business permit in UPT and its renewal in BPPTSP change the basic requirements of the new permit application is not complicated. It can help the company prepare a more complete document and avoid the requirements of the file is not complete.

Results of research on comparative requirements of UPT and BPPTSP Samarinda found that 8 requirements UPT cover of the Application, Photo ID Card Copy, Mail Land Business Premises or Letter Agreement Business Premises, Deed of Establishment of Enterprises, Pas Foto latest size 3 × 4 cm 2 (two) Sheets, Letter of Recommendation from the Head, Seal Rp.6.000. 2 (two) Sheets and Signs full tax payment last year was a requirement which is easily done by the applicant. It does not require a long time to prepare the paperwork necessary to apply for permission to UPT.

As for the application for a license in BPPTSP there are 13 requirements which the applicant must complete the application in writing to the Head BPPTSP with a stamp affixed Rp. 6.000.-, Copy of valid ID card applicant, Payment Proof Copy of the United Nations last year, Sketch Location known by Head, Photograph 2 pieces 3x4 colored, Articles of the Company for the legal entity, proof of payment of billboards, statutes already endorsed by the cooperative, a copy of building permits, approval of the owner of the house / land or surrounding neighbors of the business to be conducted with the acknowledgment of the acting local, SPPL / UKL-UP / EIA for the type of the required activities, the minutes of the technical team and regular folders 2 fruit.

Then for the difference in fees and tariffs are determined by the Department of Licensing Services Unit Samarinda. Pada City-based cost of building area, while at the IMB

tertamabahnya BPPTSP for a fee based on the space of business. Applicants apply for a permit based on area, the area of tourism, trade area or a small industrial area which has been set in the filing requirements, in addition to the UPT lack basic levy by the parent or non-parent building, but there is a price-based levy BPPTSP building. Comparison of rates and levy charges between UPT and BPPTSP namely the addition in BPPTSP about the fees to the extent of business area for regional trade, tourism area, warehouse area and area of small industry.

Completion permissions time between BPPTSP and UPT is different. The change and cutting red tape to make the process of filing permits can be accelerated so as not as make the length of time for investors and developers in Samarinda. To create effective service and uncomplicated, the required disclosure of information about the standard time completion permission to applicant who take care of the license can know the completion time of the license is being taken care of it. Completion time compare between UPT and BPPTSP totally different. In UPT needs 15 to 60 days within BPPTSP 5 to 20 days. Thus, it makes faster process of filing application for a business license in Samarinda.

The interviews and observations as well as the addendum terms of UPT and BPPTSP can be seen that the changes in the requirements of UPT be BPPTSP interview above can be pointed that the changes and additions of the requirements applicant tightened to avoid disputes in the future with other businesses or with public around.

In Table 1 and 2 can be seen that the filing requirements permit comparison between UPT and BPPTSP differ quite a lot. UPT and BPPTSP have in common their application letter writer, and a copy of a valid identity card, Letter Land and Deed of establishment of new businesses, a letter of recommendation from the District, proof of full tax payment and Stamp.

While the difference is the vignette location known by subdistrict head, proof of payment of the advertisement, the articles of association, the approval of the owner of the house / land and neighbors, SPPL / UKL-UP / EIA or the intention of the person in charge of operations and / or activities to perform management and environmental monitoring the environmental effects of businesses and / or activities and the minutes of the technical team of BPPTSP.

An additional 5 points in BPPTSP requirement that the applicant provide information in more detail about their business information so as to facilitate the Technical Team field in the completion of tasks and responsibilities to be completed on time.

### **Comparison between UPT mechanisms and BPPTSP Samarinda**

In connection with the task of BPPTSP Samarinda in giving IMB Certificate, the regional government passed a law that addresses the legal ataudasar about how making and levies Samarinda City Regional is rule of IMB No. 15 Year 2006 about retribution IMB. The first procedure IMB service are; propose IMB application at the service counter, then the applicant must fill IMB application and completing the file to fit it with the requirment contained in the permit application form. The IMB application form give to the counter for checking complition, then file will be sent to the Department of Human Settlements and Urban Planning to do observations and field survey is conducted to see the magnitude of the field conditions and masure the building area. After examination of the field, the IMB cost will be decided, after that applicant can do the IMB retribution payment at the cashier, then the next

stage after the payment will be issued SK IMB contains the information about the applicant, buildings and bill of payment/IMB retribution.

Then SK IMB examination and signature approved by the Head of Licensing Services, and then Head of Service Data Collection and Determination and KepalaBPPTSP City SK Samarinda than IMB approved already, it can be taken by the applicant at the counter. While prosedur IMB Bleaching was almost the same as the New IMB which differ only in the process of review of the field. For IMB bleaching filed will be reviewed by the executive officer of BPPTSP so not through the Department of HumanCity Planning works and more.

The manufacture of license and non license in UPT Revenue Service Samarinda can be seen that the applicant to UPT to take and fill the blank and prepare the completeness of the dossiers. When a file is declared complete, the administration to be given to the agency in accordance request care of the applicant, and after processing the files that have been approved will be back again to the unit and given to the applicant within 30-45 business days.

BPPTSP already served directly from the submission of the form, filling, submission of files, research files, check the completeness of the file, review the field, the file is problematic or not, levies and payments, the printing process permits, draft proofing up to the signature of the official licensing services and pins BPPTSP hand to capture in counter letter persetujuan permit applicants to facilitate the applicant in doing licensing in BPPTSP. The mechanisms that have been set by law in 2011, said that the process or workflow submission made as clear as possible so as not to burden the applicant.

Under the rules of procedure for the submission of making licenses have been applied on the clarity of procedures in BPPTSP, community or applicant Building Permit (IMB) can directly come to BPPTSP especially in Loker 1 is an IMB service counters located in the area Basuki Rahmat No. 78 Samarinda floors one to take the form of making IMB / License / SITU that has been provided, if the community can obviously not directly ask the officer on duty Loker. If it is clear the applicant can apply for IMB / SIUP / AIS in BPPTSP in Loker IMB / License / AIS to include the requirements that have been set, and then when the file has been entered to be checked again by officers IMB / SIUP / AIS to ensure the completeness of the file, the applicant must complete the requirements attached if the incoming file is not complete it will be one of the factors of delay issuance of permit / License / AIS.

IMB / License / AIS was not just aimed at people who want to set up a building or a business license, but is also intended for people who have set up home but do not have IMB / License / AIS and extension effort, to overcome this problem people who want to have a valid legality on his house so that people can take care of IMB / License / SITU bleaching.

Comparison between UPT and BPPTSP mechanisms have in common is the applicant who came to do the filing, the applicant filed a blank petition, the applicant submits the file to be checked by officers or incomplete. While the difference lies in the file prepared by the applicant on UPT will be distributed to relevant agencies, whereas in BPPTSP will be given to a Field Team for review so that the direct mechanism is what makes BPPTSP be faster in the process of checking on the field.

### **Implications of Service Unit and BPPTSP**

The one stop service aims to help growers equity obtaining service convenience, fiscal facilities, and information about investment, the one service did by institution or the

authorized capital investment to get delegate or delegation of authority from the institution who has the authority licensing or non-licensing or region agency or an authorized agency that issued the license and non licenses in provincial or district / city. Basically the public service as any services, either in the form of public goods and public services which in principle is the responsibility and implemented by central or regional government agencies in an effort to meet the needs of society as well as in the implementation of the provisions of the legislation along with the implementation of a decentralized system (Moningka, 2014).

Procedures are not only required to create order but preferred to provide convenience and clarity for the people who need good service. Clarity service procedures herein is intended that the public will understand each stage they are going through and the requirements they must satisfy to obtain the desired service. Required service procedures are simple and straight forward. One thing that was highlighted by the recipients is the generally service procedures through the long process. True public service is a service provided to all the public to limit their rules, so that public services should be easily accessible (Azhar, 2013).

Effect of a change in income can be seen from the large number of investors who apply for a business license in UPT and BPPTSP since 2014 to 2016. Besarnya UPT revenue when compared to the amount of income BPPTSP be a good value for the economy in the city of Samarinda.

From interviews it is known that the greatest influence in the improvement of service of UPT be BPPTSP is the value of City Government revenue which meningkat. Secara gradually BPPTSP correct deficiencies community service in order to be comfortable and easy in applying for licenses.

Authors conclude that the service procedure at the Office BPPTSP Samarinda. In generally it has been effective and running with existing service mechanism. Administration requirements needed to be clearly explained to the public users and process licensing services performed by system and involve only personnel who have been assigned. But not it can be denying that there are still complaints from the public about the service process. It proved their complaints about requirement administration that much.

### **Implications against Time Efficiency Unit and BPPTSP**

The main activity of licensing services closely related to aspects of service to the community. Services include on the mechanism of the application process in front liner, in BackOffice processing data files so that the verdict of licenses issued, denied or deferred to the applicant. Service at the Department of Licensing divided over new permit services, legalization, duplicate and acceptance and public complaints.

From the results of the informant's narrative is known that the speed and appropriateness of services in the permit is good enough, fast and precise because the office commitment of service must run to create effective services. Although there are complains about the speed and accuracy of service that still long. To create effective service and uncomplicated, the required disclosure of information about the standard time of settlement permission to take care of people who can know the permit completion of the license is being taken care of. Here several informant about the certainty of the completion time of service that has been informed by employees.



From the narrative informant, licensing service turnaround time is considered to be efficient because there is a business service provider which provided faster job completion and satisfy the society. As well as the employees of the service provider already informed clearly about the time standard of settlement license.

From the narrative informant also known that the speed and timeliness of service in the permit is good enough, fast and precise because the office commitment of service that must run to create effective services. Although there are complaints from community about the speed and accuracy of service are still lama. Untuk create effective service and uncomplicated, the required disclosure of information about the time standard of settlement permission to take care of people who can know the time permit completion of the license is being taken care of it.

At the end of this study suggest that total Licensing Services Licensing Services Office (BBPTSP) Samarinda City can be said to be effective, judging from indicators efficiency in ministry of service time. It can seen before time services with existing time standards and still no complaints about the ensurement completion time of licensing services. Of pastures can be known the implications service results from the effect of the settlement permit in BPPTSP agencies so that services become increasingly good. The implications against time efficiency measured on completion of the process of checking files and technical team in the field. This shows that the mechanism of action and the turnaround time BPPTSP permission in accordance with the objectives with the change of the UPT becomes BPPTSP. As in the case of commitment and consistency employees in generating mechanisms of UPT be BPPTSP generate a form of good cooperation and professional that produces maximum work and in accordance with what the vision of the BPPTSP for better Samarinda.

## CONCLUSION

Based on the analysis and discussion above, we can be concluded that a comparative illustration of the requirements UPT to BPPTSP grows into more detail and detail, in term of the administration martinet. Additional requirements in BPPTSP the papers submitted by the applicant through the examination in completing the requirements applying for licenses such as file payment terms and Building Tax (PBB), floor plans of buildings, roads, layout around as well as the planning of drainage makes the process of checking on the field results better and accountable. Implementation of the mechanism from UPT to BPPTSP adapted the legislation in 2011 that contains that BPPTSP files that have been received at the counter will be processed directly by a technical team field and instantly verifies the applicant's file. In terms of implications to services BPPTSP should be better, like human resources in training to be able to give a detailed explanation based on the applicant needs, in response to complaints in the online system are still being developed by BPPTS so BPPTSP care system will be more effective. The Implications for efficient time in BPPTSP is appropriate, but it must be improved and speeded up, so that the community as service users more sati ith the time of completion of a business license in the city of Samarinda BPPTSP office

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