

Surabaya, 29th January 2022

Pascasarjana.Perbanas.ac.id ommuhw.perbanas





ON BUSINESS AND BANKING INNOVATIONS



Program Studi Magister Manajemen Universitas Hayam Wuruk Perbanas Jl. Wonorejo Utara No. 16 Rungkut Surabaya Telp. 031-5947151 | Ext. 2402 Fax. 031-87862621 Website. www.pascasarjana.perbanas.ac.id

The 4th COBI

The Strategy of Digital in Business for Gaining Competitive Advantages after Pandemic













Keynote Speakers:









Co-Host:











Sponsored by:









Proceeding Book of The 4th International Conference on Business and Banking Innovations (ICOBBI) 2022

"The Strategy of Digitalization in Business for Gaining Competitive Advantages after Pandemic"

Steering Committee

Dr. Drs. Emanuel Kristijadi, M.M.

Dr. Lutfi., S.E., M.Fin

Dr. Basuki Rachmat, S.E., M.M.

Organizing Committee

Manager : Prof. Dr. Dra. Tatik Suryani, Psi., M.M. Vice Manager : Dr. Ronny, S.Kom., M.Kom., M.H.

Secretary and Treasury : Dewi Aliffanti, S.E.

Tanza Dona Pratiwi, S.E.

Publication and Proceeding : Aditya Ramadhani, S.IIP., M.A

Technology Supporting : Sumantri., S.Kom

> Risky Andriawan, S.T. Anton Ghozali., S.Kom

Supporting : Muhammad Ilham







Reviewers:

- Chonlatis Darawong, Ph.D (Sripatum University, Thailand)
- 2. Assoc. Prof. Dr. Elissha Nasruddin (University of Science, Malaysia)
- 3. Dr. Sanju Kumar Singh (Tribhuvan University, Kathmandu, Nepal)
- Prof. Dr. Dra. Tatik Suryani, Psi., M.M (Universitas Hayam Wuruk Perbanas, Indonesia)
- 5. Dr. Soni Harsono, M.Si (Universitas Hayam Wuruk Perbanas, Indonesia)
- 6. Prof. Abdul Mongid, Ph.D. (Universitas Hayam Wuruk Perbanas, Indonesia)
- 7. Dr. Lutfi, M.Fin. (Universitas Hayam Wuruk Perbanas, Indonesia)
- 8. Burhanudin, Ph.D. (Universitas Hayam Wuruk Perbanas, Indonesia)
- Mohammad Shihab, Ph.D. (Universitas 17 Agustus 1945 Surabaya, Indonesia)
- 10. Dr. Yudi Sutarso, M.Si (Universitas Hayam Wuruk Perbanas, Indonesia)
- 11. Dr. Muazaroh, SE., MT (Universitas Hayam Wuruk Perbanas, Indonesia)
- 12. Abu Amar Fauzi, S.S., MM (Universitas Hayam Wuruk Perbanas, Indonesia)
- 13. Dr. Werner Ria Nurhadi, S.E, M.M (Universitas Surabaya, Indonesia)
- 14. Muhammad Sholahuddin, S.E, M.Si, Ph.D, (Universitas Muhammadiyah Surakarta, Indonesia)
- 15. Dr. Siti Mujanah, M.M (Universitas 17 Agustus 1945 Surabaya, Indonesia)
- 16. Dr. Miswanto, M.Si (STIE YKPN Jogyakarta, Indonesia)

Editor and Layout:

- 1. Dr. Ronny, S.Kom., M.Kom., M.H.
- 2. Dewi Aliffanti, S.E.
- 3. Tanza Dona Pratiwi, S.E.

Published 29th January 2022

Magister Manajemen Universitas Hayam Wuruk Perbanas, Surabaya, Indonesia Jalan Wonorejo Utara No. 16, Rungkut Surabaya, East Java 60296 Telpon 082247845434

Website: http://pascasarjana.perbanas.ac.id/

Indexed by google scholar

ISBN:

The originality of the paper is the author's responsibility









FOREWORD

Alhamdulillah, praise be to Allah Subhanahu Wa Ta'ala for granting us the opportunity to organize and publish the proceedings of the 4th International Conference on Business and Banking Innovations (ICOBBI) with the topic "The Strategy of Digitalization in Business for Gaining Competitive Advantages after Pandemic". This proceeding contains several researches articles from many fields in Business & Marketing, Banking & Sharia Banking, Accounting & Financial Management, Human Resources Management, Operations Management, Investasi, Insurance & Capital Market, Strategic Management, Technology Management, and Information System.

The 4th International Conference on Business and Banking Innovations was held on 29th January 2022 by virtual (online) zoom meeting and organized by the Master Management Study Program of Universitas Hayam Wuruk Perbanas in Collaboration with five Higher Education Institutions in Indonesia and three Universities from Asia countries. Keynote speakers in this conference were: Chonlatis Darawong, P.hD (Sripatum University, Thailand), Associate Prof. Dr. Ellisha Nasrudin (University of Science, Malaysia), Dr. Sanju Kumar Singh (Postdoctoral Fellowship in Universitas Airlangga, Tribhuvan University Nepal) and Prof. Dr. Abdul Mongid, MA., P.hD (Universitas Hayam Wuruk Perbanas, Indonesia).

I would like to give high appreciation to the Rector of Universitas Hayam Wuruk Perbanas for his support at this event. Acknowledgments and thank you to all the steering and organizing committees of the ICOBBI for the extra ordinary effort during the conference until this proceeding published. Thank you very much to all presenter and delegates from various Universities. Beside it, I would like to express our gratitude to the three universities, namely Universitas 17 Agustus Surabaya, STIE YKPN Yogyakarta, Universitas Negeri Gorontalo, Universitas Surabaya and Universitas Muhammadiyah Surakarta which has been the co-host of this event.

Hopefully, the proceeding will become a reference for academics and practitioners, especially the business and banking industry to get benefit from the various results of the research field of Business and Banking associated with Information Technology. Proceedings also can be accessed online on the website http://eprints.perbanas.ac.id/

> Chair of the Master Management Study Program Universitas Hayam Wuruk Perbanas

> > Prof. Dr. Tatik Suryani, M.M.







Tabel of Content

| Coveri |
|--|
| Co-Host and Sponshorshipii |
| Committeeiii |
| Reviewersiv |
| Forewordv |
| Table of Contentvi |
| Accounting and Financial Management |
| The Influance of The Level of Financial Literacy, Materialism and Impulsive Buying to |
| Management Financial Behavior Students Master of Management in Surabaya1-7 |
| Dominika Rosvita Amadea Tarung; Muazaroh |
| The Effect of Perception of Confidentiality and Security, Perception of User Satisfaction, and |
| Perception of Easy on The Implementation of E-Filling on Taxpayer Compliance in Submitting |
| Annual SPT (Case Study at KPP Pratama Kebumen)8-17 |
| Wicak Ari Wibowo; Tri Ciptaningsih |
| The Effect of Attitude, Subjective Norms, Perceived Behavioral Control, And Tax Knowledge On |
| Student'S Interest Who Join The Tax Volunteer Program For A Career In Taxation (Empirical |
| Study In 2021) |
| Dheanira Ayu Hapsari; Tri Ciptaningsih |
| Differences un the Strenght of Financial Ratios and Financial Distress of Transportation Companies |
| in Indonesia During the COVID-19 Pandemic Era |
| Ivana Oktarina Sopacua; Manggar Wulan Kusuma |
| The Causes of Audit Report Lag28-34 |
| Rusmawan W. Anggoro; Anita Kristiana |
| Fluctuation Of Rupiah Exchange Value, Interest Rate And Changes In Share Price35-44 |
| Hais Dama; Meriyana Franssisca Dungga |
| Fraud Financial Statement Detection: Fraud Hexagon Model Analysis in the Financial Sector Listed |
| on the Indonesia Stock Exchange |
| Shinta Permata Sari; Diana Witosari |
| Attaining financial well-being: The essential effects of financial experience, status, and |
| behavior |
| Mochammad Zakariya Rosyid; Rr. Iramani |







| Determinant Analysis Affecting The Level of Disclosure of Operations Segments (Empirical |
|--|
| Study on Companies Consumer Cyclicals Listed on the Indonesia Stock Exchange in 2017- |
| 2019) |
| Tetiana Fitrianingsih; Lintang Kurniawati |
| The Effect of Asset Management, Leverage, and Free Cash Flow on Firm Value With Dividend |
| Policy as Moderating Variable (Study on Consumer Goods Industry Sector Companies Listed on |
| The Indonesia Stock Exchange (IDX) 2018-2020) |
| Awalia Endang Setyorini; Triyono |
| Tiwana Bhaang Betjornin, Titjono |
| Analysis of Factors Affecting Audit Report Lag Mining Companies Listed On the Indonesia Stock |
| Exchange 2018-202085-89 |
| Yuli Tri Cahyono; Cindy Elisa Putri; |
| |
| The Effect of Dividend Policy and Capital Structure on Company Value with Profitability as |
| Mediation Variable in The Food and Beverage Companies Listed on The IDX in 2015 – |
| 2020 |
| Atikah Resiana Fildzah; Wiwik Lestari |
| |
| Factors Affecting Firm Value : Theoretical Study on Public Textile and Garment Manufacturing |
| Company in Indonesia96- 104 |
| Cholis Hidayati; Lintang Puspitasari Wijanarko |
| |
| Principles and Agents: The Phenomenon of Agency Theory in The Business Sector and The Public |
| Sector |
| Maulidah Narastri; |
| |
| Company value of Indonesia State-Owned Enterprises during the Pandemic-Covid 19 110 |
| Hwihanus; |
| |
| Financial Knowledge, Financial Experience and Income as Determinant of Financial Well-Being in |
| Bali, Indonesia |
| Mochamad Hanif Nuruddin; Rr.Iramani |
| |
| Behavior of Financial Management as a Mediation of The Influence of Financial Knowledge and |
| Intention Behavior To Well-Being Family Finance |
| Dewi Candra Purwati; Rr. Iramani |







| Aprilia Setiadi Lukas; Werner R. Murhadi; Arif Herlambang |
|---|
| Balanced Scorecard Contribution to Business Strategy In PT XYZ National Shipping Company |
| Yudith Agusta; Lutfi |
| Analysis of The Effect of Current Ratio (CR), Return On Assets (ROA), Debt to Equity Ratio (DER) and Net Profit Margin (NPM) on Stock Price (Empirical Study on LQ45 Companies Listed on the Indonesia Stock Exchange for the 2017-2020 Period) |
| The Relationship of Sustainability Reporting Disclosure and Firm Performance, Risk, Value: Study on Banking Sub Sector Companies Listed Into Indonesia Stock Exchange (IDX) 137-146 Alfiana Mufti Ainuna; Rina Trisnawati |
| |
| Banking and Shari'a Banking |
| Stress Test of Financing Quality at Indonesian Islamic Rural Bank Using Montecarlo Simulation |
| Macroeconomic Stress test of Credit Risk in Indonesian Banking using Monte Carlo Simulation |
| The Effect of Credit Risk and Efficiency on Capital Adequacy With Proftiability as Intervening Variables |
| Analysis Of The Effect Of Inflation, Capital Adequacy Ratio, Operation Cost Of Operating Income, And Net Performing Financing On The Profitability Of Sharia Commercial Banks in Indonesia |
| The Effect of Liquidity Ratio, Asset Quality Ratio, Sensitivity Ratio, Capital Ratio and Efficiency Ratio Towards Return On Asset (ROA) on Foreign Exchange National Private Commercial Banks |









| Planned Behavior Theory Testing (Case Study Of Financial Management In A Muslim Family In Sidoarjo) |
|--|
| Wiwik Lestari; Desy Sanggita Fitriany; Merita Dwi Nandasari |
| Does Competition Make Regional Development Banks More Efficient? |
| Determinants of Indonesian Banking Profitability |
| The Influence of the Britama Savings Marketing Strategy on Customer Satisfaction at PT. Bank Rakyat Indonesia (Persero), Tbk. Batua Raya Makassar Unit |
| Business and Marketing |
| Social Media Marketing Activities, Brand Love and Brand Trust In Willingness to Participate Online (Co-Creation) with Satisfaction as Mediation Variable |
| The Influence of Social Media Marketing and Personal Selling on Purchase intention during the pandemic Covid-19: The Case of Discovery Property Agency |
| Factors Influencing Mobile Banking Adoption In Covid 19 Pandemic Period: The Mediating Role Of Behavioral Interest |
| How Coolness Affects The Brand Image On The Vans Fashion Footwear? |
| Implementation of Digital Marketing & Knowledge Transfer of Hollandpark Permaculture Products |
| Knowledge Management: Social Media & Public Knowledge About the Hazard of Mercury |
| Dyah Ayu Nuraini; Mohamad Agus Salim Monoarfa; Andi Juanna |







| Relationship Between Talent Management And Employees Performance: Case In Gorontalo |
|---|
| The Effect Of Security, Responsiveness, Convenience, And Reliability Of Services On BRI Customer Satisfaction In Using Mobile Banking |
| Impact Of Wfh In Surabaya City The Effect Of Workload, Employee Burnout On Work Life Quality And Employee Performance |
| Analysis Of Marketing Strategy, Product Quality And Service Quality To Repurchase Intention |
| The Effect of Customer Satisfaction and Trust on Performance Expectancy and Word of Mouth (WOM) at Shopee Applications Users |
| Does Brand Matter in Driving Purchase Intention of the Banking Services?288-295 Muhammad Alvin Juanda; Burhanudin |
| The Effect of Perceived Quality and Value on Brand Trust of Express Delivery Services during Pandemic Covid 19 in Indonesia |
| The Determinants of Brand Equity in Banking |
| Entrepreneurial Intention for Students at Universities in Sleman, Yogyakarta Special Region, Indonesia |
| The Effects of Commitment, Perceived Quality, and Satisfaction on Brand Equity: The Medating Role of Brand Trust and Brand Loyalty |
| Behaviour Intention of Digital Banking Adoption UTAUT2 and Covid-19 Pandemic as Factors |
| Popy Novita Pasaribu; Auzi Naufal Rabbani |







| Factors Influencing Online Purchase Intention Through E-Commerce in The Millennial Generation |
|---|
| Analyze of Customer Loyalty on Customer Oriented and Marketing Communication PT. Bank Syariah Indonesia Tbk |
| The Effect Of Experiential Marketing On E-Wom (Electronic Word Of Mouth) And Customer Value As Intervening Variables In Tourism Destinations Rawa Bento Kerinci Regency Jambi Province |
| Human Resources |
| The Effect Of Leadership Style, Work Environment, Compensation On Job Satisfaction At Pt Plr (Persero) Sikka Regency |
| The Mediating Role of User Satisfaction in the Influence of Organizational Learning Culture and Online Learning Engagement To Net Benefit Outcome In Indonesia During Covid 19 Pandemic Period |
| Emotional Intelligence And Apparatus Performance |
| The Internalization of Patient Safety Culture in The Quality of Performance of Nurses in Different Generations of Nurses at The XYZ Hospital, Surabaya |
| The Role of Work Ability and Servant Leadership on Employee Performance in a TIKI Delivery Service Companies in Surabaya |
| The Effect of Organizational Commitment, Organizational Culture, Self-Efficacy on Employee Performance with Job Satisfaction as Mediator Literature Review and Proposed Model 385-393 Vega Hardikasari; Burhanuddin; Emma Julianti; |
| Determinants Of Millenials Employee Engagement In Indonesia: Systematic Literature Review |







The Effect Of Employee Engagement, Motivation, And Organizational Culture On Employee Performance During The Covid-19 Pandemic 394-400 Ni Sheila Fairuz Ratnasar; Tatik Suryani

Investment, Insurance and Capital Markerts, Information System, and Technology Management

The Effect Of Student Environment, Lecturer Environment, And Technology Dimensions On Software User Trust With Student Satisfaction As Intervening Variable (A case study of students Prima Rosita Arini Setyaningsih; Lita Kusumasari

Technology Acceptance and Adoption of Mobile Application: A Systematic Review. .. 406-415 Boonchai Wongpornchai; Chonlatis Darawong

Efficiency Level of Malaysian Family Takaful Using Stochastic Frontier Approach.416 Labibah Salsabila: Zubaidah Nasution

The Role of Locus of Control in Examination of Private Sector Employee Retirement plan Model Ismawati; Rr. Iramani

Analysis of The Indonesia Capital Market Reaction to The Announcement Implementation of Emergency Community Activity Restriction (PPKM) (Event Study on Companies. 426-433 Said Setiandika Pambudi; Suyatmin Waskito Adi

The Effects of Interpersonal Communication and Self-Efficacy on Job Satisfaction of LSP P1 Assessor of Higher Education Institutions in Surabaya, East Java Province, Indonesia. . Ida Aju Brahmasari; Irmasanthi Danadharta; Ida Aju Brahma Ratih







PROCEEDING BOOK OF THE 4TH INTERNATIONAL CONFERENCE ON BUSINESS AND BANKING INNOVATIONS(ICOBBI) 2022

ICOBBI

"The Strategy of Digitalization in Business for Gaining Competitive Advantages after Pandemic"

29th January 2022 At Zoom Meeting

Published by:

Magister Manajemen Universitas Hayam Wuruk Perbanas, Surabaya, Indonesia Jalan Wonorejo Utara No. 16, Rungkut Surabaya, East Java 60296 Telpon 082247845434 Website: http://pascasarjana.perbanas.ac.id/



Does Competition Make Regional Development Banks More Efficient?

Zunairoh Zunairoh¹, Werner Ria Murhadi^{2,*}, Liliana Inggrit Wijaya³, Bertha Silvia Sutejo⁴

¹ Management Department, Faculty of Business and Economics, University of Surabaya, Surabaya, Indonesia *Corresponding author. Email: werner@staff.ubaya.ac.id

ABSTRACT

This study aims to examine the competition for efficiency in regional development banks in Indonesia. This study uses risk as a moderating variable to examine the relationship between competition and the efficiency of regional development banks in Indonesia. The research sample is all regional development banks in Indonesia that have financial reports for the 2015-2019 period with 105 observations. The first-stage test method uses balanced panel data regression to examine individual interactions. The second stage is the Paired Samples T-Test for hypothesis testing after testing each individual interaction. The results of the study prove that competition has a negative effect on efficiency. Meanwhile, the risk of significantly lowering the efficiency of regional development banks in Indonesia.

Keywords: efficiency, competition, risk, regional development bank.





