

## Efficiency and Effectiveness of Disclosure of Cooperation with Online

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### Abstract

*This research measures the efficiency and effectiveness of the dissolution of cooperatives conducted online. To see the efficiency and effectiveness of using cooperative dissolution performance variables, utilization of online services, performance in online services and interest in utilizing online services for cooperatives in cooperative dissolution activities. The analysis technique used is descriptive analysis by looking at the percentage of answers from respondents. The object of this research is cooperatives that are listed as cooperatives which are dissolved in the area of East Java Province and Yogyakarta Special Region as regions that have many cooperative dissolutions. The results showed that the performance of the dissolution of cooperatives in the Special Region of Yogyakarta and East Java Province was an average of 3.53 in the predicate of moderate capacity. Utilization of online services is quite high. The performance of online services obtained the average results of respondents' answers of 4.09 are in the predicate of high capacity. Interest in the need for cooperative online services as an alternative to cooperative dissolution systems in the Special Region of Yogyakarta and East Java Province is high.*

**Keywords:** *Efficiency, Effectiveness, Performance, Online services*

### Abstrak

*Penelitian ini mengukur efisiensi dan efektivitas pembubaran koperasi yang dilakukan secara online. Melihat efisiensi dan efektivitas penggunaan variabel kinerja pembubaran koperasi, pemanfaatan layanan online, kinerja layanan online dan minat pemanfaatan layanan online koperasi dalam kegiatan pembubaran koperasi. Teknik analisis yang digunakan adalah analisis deskriptif dengan melihat persentase jawaban dari responden. Objek penelitian ini adalah koperasi yang terdaftar sebagai koperasi yang dibubarkan di wilayah Provinsi Jawa Timur dan Daerah Istimewa Yogyakarta sebagai daerah yang banyak terjadi pembubaran koperasi. Hasil penelitian menunjukkan bahwa kinerja pembubaran koperasi di Daerah Istimewa Yogyakarta dan Provinsi Jawa Timur rata-rata 3,53 dengan predikat kapasitas sedang. Pemanfaatan layanan online cukup tinggi. Kinerja layanan online diperoleh hasil rata-rata jawaban responden 4,09 berada pada predikat kapasitas tinggi. Minat akan kebutuhan jasa koperasi online sebagai alternatif sistem pembubaran koperasi di Daerah Istimewa Yogyakarta dan Provinsi Jawa Timur cukup tinggi.*

**Kata kunci:** *Efisiensi, Efektivitas, Kinerja, Layanan Online*

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## INTRODUCTION

The Government through the Ministry of Cooperatives and Small and Medium Enterprises will implement an online system to accelerate and facilitate services, especially concerning the institutional status and orderly administration of cooperative legal entities, including the ratification of cooperative certificates. To realize this policy the role of the notary is very large. The role of the notary public besides serving the authentic deed of establishing a cooperative, also making other deeds, related to institutional affairs and business transactions of cooperatives.

Current online services will be very helpful in providing superior service to cooperative actors, especially related to the administration system concerning the institutional status and orderly administration of cooperative legal entities, including the ratification of cooperative deeds given the enormous national geographical conditions, so the role of online services is vital.

In an effort to support an online service program, support and participation of the Cooperative Institutional Notary Public are very important for the success of the program. In addition to serving the role of making a notarial deed authentically, the making of an authentic deed is also in the field of institutional and cooperative business transactions. Currently the Ministry of Cooperatives and Small and Medium Enterprises has 9,887 registered Notarial Cooperative Deed (NPAK) data that have been registered.

The SISMINBHKOP online system of the Ministry of Cooperatives and Small and Medium Enterprises was launched on April 8, 2016. The system has been equipped with supporting devices which include: a security system; online based support systems, such as chat and tickets; the addition of a cooperative decree verification mechanism (SK) with the application of a barcode scanner; and improving neater system accountability. In the system there is also the addition of a liaison mechanism with the previous cooperative entity (if there is a cooperative change) and the addition of data repair features.

Cooperative life, dissolution is often not expected. However, if other alternatives are not possible, then the dissolution of the cooperative may be the best alternative that must be taken. On the other hand, the dissolution of a cooperative does not always have a negative connotation, because it is possible that with the dissolution of an old cooperative a new cooperative can be formed that is better than before. With the presence of the online-based SISMINBHKOP service from the Ministry of Cooperatives and SMEs, it is possible that this service will later be used for the dissolution of cooperatives. However, the effectiveness of the dissolution of cooperatives online, of course, must be studied in depth in advance, including by asking the opinions of relevant stakeholders. In disbanding cooperatives, it is necessary to prepare a report on the mapping of problems faced by cooperatives. The supporting variables of the assessment in the dissolution process need to be prepared so that when given the status of the cooperative's update, it has fulfilled an appropriate assessment in the category of the dissolved cooperative.

Collection of data and information related to online services needs to be done by mapping the quality of services that have been provided so far and then measuring the satisfaction of users of online services. Quality is the overall characteristics and characteristics of a product / service in terms of its ability to meet predetermined or latent needs. Service quality is actually centered on efforts to meet the needs and desires of service users and the accuracy of delivery

to balance the expectations of service users. Quality of service as a level of perfection to meet the desires of service users. This means that if the reality is less than expected, the service can be said to be unsatisfactory, but if the reality of the service is the same as the expectation, the service can be said to be satisfactory. So the quality of service can be known by comparing the actual services they receive with the services they actually expect.

Verification and systematization of online service programs related to online services is needed support and information from service users related to the reliability of the system in helping to solve problems. service and information processes and be able to assist in resolving problems encountered by cooperative actors. Of course after mapping problems and measuring service quality and service user satisfaction, recommendations need to be made regarding efficiency and online services.

The satisfaction of users of online cooperative services is a function of the differences between perceived performance and expectations. Thus, the expectations of service users lie behind why two organizations in the same type of business can be judged differently by service users. Quality service products have an important role to shape the satisfaction of online cooperative service users. The more quality of goods and services provided, the higher the perceived satisfaction of cooperative online service users. If the satisfaction of users of cooperative online services is increasingly high, it can lead to service effectiveness. Because satisfied online cooperative service users will continue to use the service. Furthermore, the level of satisfaction of cooperative online service users by the level of interest of the service user before using the service is compared with the results of the service user's perception of the service after feeling the service performance.

Assessing and measuring the efficiency and effectiveness of online cooperative dissolution needs to be examined of the existing cooperative dissolution systems and procedures both in terms of advantages and disadvantages so that accurate and efficient information can be obtained. Related to the dissolution of cooperatives can be seen from the desires and internal decisions of cooperatives or government decisions. According to the Regulation of the Minister of Cooperatives and SMEs number 10 of 2015 the dissolution of Cooperatives can be carried out by members based on the decision of the Member Meeting; the period of its establishment has ended; by the Government; and / or do not hold an Annual Member Meeting. Therefore, the mapping of the consideration of the decision to dissolve the cooperative needs to be classified and the reasons for the dissolution of the cooperative to evacuate the policy that has been made.

Online services make the work process easier which is then expected to get shorter time in providing services. Therefore, information on how far online cooperative services are utilized by cooperatives is very important at this time. Next information on the efficiency and effectiveness of cooperative online services can be utilized by cooperatives as cooperative service media.

## **METHOD**

Based on the background of the effectiveness of the dissolution of cooperatives online the approach will be used as follows: (1) Theoretical or Normative Approaches. This theoretical or normative approach is applied in the scope of work related to analysis

and evaluation activities carried out using theoretical or normative methods, such as the effectiveness analysis of cooperative online services. This approach is used to produce proposed directions for action that can solve the problem. (2) Empirical Approach. This empirical approach is usually applied to justify the results of analysis and evaluation activities carried out based on theoretical and evaluative approaches. This approach uses analytical methods that can explain cause and effect based on factual conditions obtained from observations of symptoms that arise. This approach is used in conducting field surveys, FGDs, consultation meetings and discussions to obtain advice and input from stakeholders. (3) Evaluative or practical approach. In this approach evaluation methods are used for various policies, both those that have been, are being and will be carried out. This approach is used to determine the value of a policy. This approach is applied in the scope of activities relating to the Effectiveness of Online Dissolution of Cooperatives through the Administrative Service System for Cooperative Legal Entities (SISMINBHKOP) which involves the role of the Government, Regional Government, cooperative actors and the community in synergy. The object of this research is cooperative. The observation unit is a cooperative in East Java and Yogyakarta. Your unit of analysis is the Provincial Cooperative Office, Regency /City Cooperative Service. While the observation unit is the head of the Institutional Section, the Head of the Cooperative Dissolution Section, the Staff of the dissolution of the cooperative and the computer / online operator related to the dissolution of the cooperative. Population is a generalization area that consists of objects / subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions. The population of this research is cooperatives in the territory of the Republic of Indonesia, both national, provincial and city / district level cooperatives

The sample is part of the number and characteristics possessed by the population. For this reason, the samples taken must represent the population (representative). Samples taken can provide a reliable picture of the entire population studied. In addition, the sample can provide as much information as possible at the lowest possible cost. The sample in this research is a cooperative that has been determined and sought a representative of the population to be the subject / object of research. Sampling technique is a sampling technique. The sampling technique used is stratified proportional sampling, because the selection of samples by strata of the population is then taken proportionally.

The data collected is primary data, in addition, secondary data collection and literature study were conducted to support this research. The instrument in the study used a questionnaire. The questionnaire was arranged in a semi-structured manner with closed questions. Secondary data obtained based on library studies by studying the literature in the form of policies and regulations, previous study reports or studies, and data from online cooperative service reports. Secondary data can be obtained from the Ministry of Cooperatives and MSMEs, Regional Governments, relevant technical agencies, universities and research institutions, the internet, mass media, and other sources deemed relevant. Primary data obtained from the object of study directly through a survey using technical observation and focus group discussions (FGD) in order to obtain comprehensive data collection results about the Effectiveness of Online Dissolution of Cooperatives through Cooperative Legal Entity Administration System Services (SISMINBHKOP).

Data description is a step to describe sample data from instruments that have been prepared from each variable studied. Variables that are planned to be carried out in a descriptive manner are as follows.

**Table 1. Variable, Sub Variable and Indicator**

No	Variable	Sub Variable and Indicator
<b>A Dissolution of Cooperative Performance</b>		
1	Service quality in dissolution	Efisiensi Compliance Assurance Reliability Responsiveness Assurance Tangible
2	Service user satisfaction in the process of dissolving cooperatives	Customer perception Moment of service
3	Effectiveness of cooperative dissolution	Procedur Target Target reach Ability to resolve obstacles
<b>B Utilization of online services</b>		
1	Level of Utilization of online services	The desire to set up service facilities online Increased utilization of online services at cooperatives Frequency of online service usage at cooperatives Influence on cooperative service /product user satisfaction Capacity to utilize online services for all activities and operations Portion of costs prepared to facilitate online services Special operator / operator readiness to handle online services
2	Broad field of online service utilization	Utilization of online services in the field of marketing Utilization of online services in the financial sector Utilization of online services in the field of accounting Utilization of online services related to cooperative reporting and management
<b>C Cooperative online service performance</b>		
1	Quality online cooperative services	Efficiency of online services Fulfillment online services <i>System availability</i> <i>Privacy layanan online</i> Reliability Responsiveness
2	Satisfaction of cooperative online services	Conformity to needs It fits the expectations
3	Effectiveness of cooperative online services	Program understanding Right on target On time Achieving goals Real change

No	Variable	Sub Variable and Indicator
<b>D Interest in online cooperative dissolution services</b>		
1	Awareness of Cooperative Online Service Needs	Awareness of the need for online services Level of understanding of the online system Awareness feels the importance of the need for online services in the dissolution of cooperatives
2	Interest in the Use of Cooperative Online Services	An interest in online service needs Interest felt the importance of the need for online services in the dissolution of cooperatives
3	Desire to Use Cooperative Online Services	The desire to switch to using online service support The desire if the implementation of online-based SISMINBHKOP services as an alternative system for the dissolution of cooperatives
4	Take Action to Use Online Services	Readiness level for using online services related to the dissolution of cooperatives Willingness if the online-based SISMINBHKOP service is implemented as an alternative to the cooperative dissolution system

Source: Data processed 2019

Testing requirements analysis is intended to find out the data obtained to meet the requirements for analysis using planned techniques. This study uses the help of a questionnaire, so it is necessary to test the validity and reliability in advance to determine the ability of the questionnaire and its reliability in measuring the variables to be tested. A questionnaire is said to be valid if the questions on a questionnaire are able to reveal something that will be measured by the questionnaire. While a questionnaire is said to be reliable if a person’s answer to a question is consistent or stable from time to time. If the questionnaire is valid and reliable, then the questionnaire can be distributed to respondents.

**RESULT AND DISCUSSION**

In reviewing the existing cooperative dissolution systems and procedures both in terms of advantages and disadvantages, it is necessary to know the level of performance in the dissolution of cooperatives that have been carried out at this time. To measure performance in the dissolution of cooperatives, it is necessary to look at several variables, namely service quality in the dissolution of cooperatives, satisfaction of service users in the process of dissolving cooperatives and effectiveness in dissolving cooperatives.

Quality is the overall characteristics and characteristics of a process in terms of its ability to meet predetermined needs. Service quality is actually centered on efforts to meet the needs and desires of service users as well as the accuracy of delivery to balance the expectations of service users. Service quality can be defined as the level of perfection to meet the desires of service users. This means that if the reality is less than expected, the service can be said to be unsatisfactory, but if the reality of the service is the same as the expectation, the service can be said to be satisfactory. So the quality of service can be known by comparing the services they actually receive with the services they really expect. In the case of the dissolution of the cooperative it is necessary to measure aspects of service quality in the dissolution of the cooperative so that it can be valuable information to determine the level of service quality that has been given at this time.

Performance in the dissolution of cooperatives is measured through service quality, satisfaction in service and effectiveness. To find out information related to performance in the dissolution of cooperatives in the Special Region of Yogyakarta and East Java Province can be seen in the following table. Based on table 2 information obtained related to performance in the dissolution of cooperatives in Yogyakarta Special Region and East Java Province in general is Medium. Respondents who stated high and very high were 53.79% respectively 34.85% and 18.94%. Respondents who answered were as many as 28.98% and those who answered low and very low with a percentage of 14.77% and 2.46% respectively. Thus it can be informed that related to the performance in the dissolution of cooperatives in the Special Region of Yogyakarta and East Java Province is moderate. This is information that is related to performance in the dissolution of cooperatives still needs to be improved to be better.

**Table 2. Performance in Cooperative Dissolution In the Special Region of Yogyakarta and East Java Province**

Dimension/Variable	Province	Frequency of Answers (%)					Sum
		Very low	Low	Middle	High	Very high	
Service Quality in Dissolution of Cooperatives	Yogyakarta	2 (0, 73)	23 (8,33)	83 (30,07)	94 (34,06)	74 (26,81)	276 (100,00)
	East Java	3 (1,09)	38 (13,77)	97 (35,14)	106 (38,41)	32 (11,59)	276 (100,00)
	Combined	5 (0,,91)	61 (11,05)	180 (32,61)	200 (36,23)	106 (19,20)	552 (100,00)
Service Satisfaction Level in Cooperative Dissolution Activities	Yogyakarta	0 (0,00)	13 (27,08)	15 (31,25)	12 (25,00)	8 (16,67)	48 (100,00)
	East Java	1 (2,08)	12 (25,00)	11 (22,92)	15 (31,25)	9 (18,75)	48 (100,00)
	Combined	1 (0,01)	25 (26,04)	26 (27,08)	27 (28,13)	17 (17,71)	96 (100,00)
Effectiveness of Cooperative Dissolution	Yogyakarta	11 (5,39)	26 (12,75)	41 (20,10)	73 (35,78)	53 (25,98)	204 (100,00)
	East Java	9 (4,41)	44 (21,57)	59 (28,92)	68 (33,33)	24 (11,76)	204 (100,00)
	Combined	20 (4,90)	70 (17,16)	100 (24,51)	141 (34,56)	77 (18,87)	408 (100,00)
Performance in Cooperative Dissolution	Yogyakarta	13 (2,46)	62 (11,74)	139 (26,33)	179 (33,90)	135 (25,57)	528 (100,00)
	East Java	13 (2,46)	94 (17,80)	167 (31,63)	189 (35,80)	65 (12,31)	528 (100,00)
	Combined	26 (2,46)	156 (14,77)	306 (28,98)	368 (34,85)	200 (18,94)	1056 (100,00)

Source: Data processed 2019

The level of performance in the dissolution of cooperatives in the Special Region of Yogyakarta and East Java Province can be seen in the following table. Total score of respondents' answers for the variable dissolution performance of cooperatives obtained a value of 3,728 (three thousand seven hundred twenty eight) from the answers of 24 respondents spread in two provinces and the Special Region of Yogyakarta and the Province of East Java Province, and each province with City representation and Districts.

To measure the level of quality of cooperative dissolution with 3 variables and 44 indicators or question items. Thus the results obtained an average respondent's answer of 3.53 and the interval of total score of respondents' answers are in the predicate of moderate capacity. Thus it can be stated that the capacity or performance level of the dissolution of cooperatives in the Special Region of Yogyakarta and the Province of East Java Province is moderate. For this reason, improvement is still needed so that the level of performance of cooperative dissolution can be better and be able to achieve high performance.

**Table 3. Performance Level of Cooperative Dissolution In the Special Region of Yogyakarta and East Java Province**

Category	Score Weight	Sum of Score	Total of Score	Interval / Predicate	Result
Very low	1	26	26	1.056-2.464 = Low	Total of Score = 3.728 Average = 3,53 Predicate = Middle
Low	2	156	312	2.464-3.872 = Middle	
Middle	3	306	918	3.872-5.280 = High	
High	4	368	1472		
Very High	5	200	1000		
Sum		1.056	3.728		

Source: Data processed 2019

The indicators used to measure the utilization of online services are as follows, the desire of cooperatives to set up online service facilities, the increased utilization of online services at cooperatives, the frequency of online service use at cooperatives, online services have a positive influence on the satisfaction of cooperative service users / products, the capacity of cooperatives to utilize online services for all activities and operations, the portion of costs prepared by cooperatives to facilitate online services and the readiness of special personnel / operators handling cooperative online services.

To find out information related to the capacity level of online service utilization in cooperatives in the Special Region of Yogyakarta and East Java Province can be seen in the following table. Based on table 4 information obtained related to the capacity level of online service utilization in cooperatives in the Special Region of Yogyakarta and East Java Province in general is quite high. Respondents who stated high and very high were 60.61% respectively at 43.94% and 16.67%. Respondents who answered were as many as 25.76% and those who answered were low and very low with a percentage of 12.12% and 1.52% respectively. Thus it can be informed that related to the capacity level of online service utilization in cooperatives in the Special Region of Yogyakarta and East Java Province is quite high. This is good information if the online dissolution of cooperative services is implemented at the SISMINBHKOP Ministry of Cooperatives and SMEs.

Along with the rapid progress in the world of technology today, the need for ease of accessing and utilizing information technology in meeting the needs in society is increasing, one of which is the use of internet media (on-line) used to obtain information. Zeithaml (2000, 2002) and Parasuraman et al., (2005) suggested that



there are 4 dimensions in measuring the performance of electronic services, where 4 dimensions are the core of electronic service quality including efficiency, fulfillment, system availability and privacy.

**Table 4. Utilization of Online Services in Cooperatives in the Special Region of Yogyakarta and East Java Province**

Dimension/Variable	Province	Frequency of Answers (%)					Sum
		Very low	Low	Middle	High	Very high	
Level of Utilization of Cooperative Online Services	Yogyakarta	0 (0,00)	6 (7,14)	21 (25,00)	33 (39,29)	24 (28,57)	84 (100,00)
	East Java	0 (0,00)	8 (9,52)	18 (21,43)	43 (51,19)	15 (17,86)	84 (100,00)
	Combined	0 (0,00)	14 (8,33)	39 (23,21)	77 (45,83)	39 (23,21)	168 (100,00)
Broad Field Utilization of online services	Yogyakarta	2 (4,17)	8 (16,67)	16 (33,33)	20 (41,67)	2 (4,17)	48 (100,00)
	East Java	2 (4,17)	10 (20,83)	13 (27,08)	20 (41,67)	3 (6,25)	48 (100,00)
	Combined	4 (4,17)	18 (18,75)	29 (30,21)	40 (41,67)	5 (5,21)	96 (100,00)
Capacity Level of Online Service Utilization in Cooperatives	Yogyakarta	2 (1,52)	14 (10,61)	37 (28,03)	53 (40,15)	26 (19,70)	132 (100,00)
	East Java	2 (1,52)	18 (13,64)	31 (23,48)	63 (47,73)	18 (13,64)	132 (100,00)
	Combined	4 (1,52)	32 (12,12)	68 (25,76)	116 (43,94)	44 (16,67)	264 (100,00)

Source: Data processed 2019

To find out information related to the level of cooperative online service performance in the Special Region of Yogyakarta and East Java Province can be seen in the following table. Based on table 5, the information related to the level of cooperative online service performance in Yogyakarta Special Region and East Java Province in general is very high. Respondents who stated high and very high were 78.36% respectively at 44.59% and 33.78%.

Respondents who answered moderately were 19.77% and those who answered were low and very low with percentages of 0.98% and 0%, respectively. Thus it can be informed that the level of performance related to online cooperative services in Yogyakarta Special Region and East Java Province is very high. This is good information if the online dissolution of cooperative services is implemented at the SISMINBHKOP Ministry of Cooperatives and SMEs.

To find out information related to the capacity of cooperative online service performance in the Special Region of Yogyakarta and East Java Province can be seen in the following table. The total score of respondents' answers for the online cooperative service performance capacity obtained a value of 4,608 (four thousand six hundred eight) from the answers of 24 respondents spread in two provinces and the Special Region of Yogyakarta and the Province of East Java Province, and each province with City and Regency representation.

**Table 5. Performance Levels of Cooperative Online Services In the Special Region of Yogyakarta and East Java Province**

Dimension/Variable	Province	Frequency of Answers (%)					Sum
		Very low	Low	Middle	High	Very high	
Level of Quality of Online Cooperative Services	Yogyakarta	0 (0,00)	2 (7,25)	44 (15,94)	135 (48,91)	95 (34,42)	276 (100,00)
	East Java	0 (0,00)	17 (6,16)	73 (26,45)	135 (48,91)	51 (18,48)	276 (100,00)
	Combined	0 (0,00)	19 (3,44)	117 (21,20)	270 (48,91)	146 (26,45)	552 (100,00)
Service User Satisfaction of Cooperative Online Services	Yogyakarta	0 (0,00)	0 (0,00)	13 (18,05)	25 (34,72)	34 (47,22)	72 (100,00)
	East Java	0 (0,00)	0 (0,00)	14 (19,44)	34 (47,22)	24 (33,33)	72 (100,00)
	Combined	0 (0,00)	0 (0,00)	27 (18,75)	59 (40,97)	58 (40,28)	144 (100,00)
The level of effectiveness of Cooperative Online Services	Yogyakarta	0 (0,00)	0 (0,00)	31 (14,35)	80 (37,04)	105 (48,61)	216 (100,00)
	East Java	0 (0,00)	2 (9,26)	48 (22,22)	94 (43,52)	72 (33,33)	216 (100,00)
	Combined	0 (0,00)	2 (0,46)	79 (18,29)	174 (40,28)	177 (40,97)	432 (100,00)
Level of Performance of Cooperative Online Services	Yogyakarta	0 (0,00)	2 (0,35)	88 (15,60)	240 (42,55)	234 (41,49)	564 (100,00)
	East Java	0 (0,00)	19	135	263	147	564 (100,00)
	Combined	0 (0,00)	11 (0,98)	223 (19,77)	503 (44,59)	381 (33,78)	1128 (100,00)

Source: Data processed 2019

To measure the level of online service performance with 3 variables and 47 indicators or question items. Thus the results obtained an average respondent's answer of 4.09 and the interval of total score of respondents' answers are in the predicate of high capacity. Thus it can be stated that the capacity of cooperative online service performance in the Special Region of Yogyakarta and East Java Province is high. This is good information if the online dissolution of cooperative services is implemented at the SISMINBHKOP Ministry of Cooperatives and SMEs.

**Table 6. Performance Level of Cooperative Dissolution In the Special Region of Yogyakarta and East Java Province**

Category	Score Weight	Sum of Score	Total of Score	Interval / Predicate	Result
Very low	1	0	0	1.128-2.632 = Low	<b>Total of Score = 4.608</b> <b>Average = 4,09</b> <b>Predicate = High</b>
Low	2	11	22	2.632-4.136 = Middle	
Middle	3	223	669	4.136-5.640 = High	
High	4	503	2012		
Very High	5	381	1905		
Sum		1.128	4.608		

Source: Data processed 2019

To see interest in the possibility of applying online-based services from the Ministry of Cooperatives and SMEs as an alternative to the cooperative dissolution system, AIDA approach is used: (1) Awareness of Cooperative Online Service Needs; (2) Interest in the Use of Cooperative Online Services; (3) Desire to Use Cooperative Online Services; (4) Action for Using Online Services. For more complete information will be presented related to this matter below. To find out information related to the level of recommendations on the needs of cooperative online services if the possibility of applying online-based SISMINBHKOP services from the Ministry of Cooperatives and SMEs as an alternative to the system of dissolution of cooperatives in the Special Region of Yogyakarta and Java Province can be seen in the following table. Based on table 7 obtained information related to the level of recommendations on the need for online cooperative services if the possibility of applying online-based SISMINBHKOP services from the Ministry of Cooperatives and SMEs as an alternative to the system of dissolution of cooperatives in Yogyakarta Special Region and East Java Province in general is very high. Respondents who stated high and very high were 77.32% each at 49.54% and 27.78%.

**Table 7. Interest in implementing online services to the dissolution of cooperatives in the Special Region of Yogyakarta and East Java Province**

Dimension/Variable	Province	Frequency of Answers (%)					Sum
		Very low	Low	Middle	High	Very high	
Level of Aware (Awareness) Online Cooperative Services	Yogyakarta	0 (0,00)	0 (0,00)	4 (11,11)	14 (38,89)	18 (50,00)	36 (100,00)
	East Java	0 (0,00)	3 (8,33)	15 (41,67)	13 (36,11)	5 (13,89)	36 (100,00)
	Combined	0 (0,00)	3 (4,17)	19 (26,38)	27 (37,50)	23 (31,94)	72 (100,00)
Interest Level	Yogyakarta	0 (0,00)	0 (0,00)	2 (8,33)	10 (41,67)	12 (50,00)	24 (100,00)
	East Java	0 (0,00)	0 (0,00)	7 (29,17)	15 (62,50)	2 (8,33)	24 (100,00)
	Combined	0 (0,00)	0 (0,00)	9 (18,75)	25 (52,08)	14 (29,17)	48 (100,00)
Desire Level	Yogyakarta	0 (0,00)	0 (0,00)	3 (12,50)	12 (50,00)	9 (37,50)	24 (100,00)
	East Java	0 (0,00)	0 (0,00)	5 (20,83)	14 (58,33)	5 (20,83)	24 (100,00)
	Combined	0 (0,00)	0 (0,00)	8 (16,67)	26 (54,17)	14 (29,17)	48 (100,00)
Level of Action Using Cooperative Online Services	Yogyakarta	0 (0,00)	1 (4,17)	4 (16,67)	13 (54,17)	6 (25,00)	24 (100,00)
	East Java	0 (0,00)	1 (4,17)	4 (16,67)	16 (66,67)	3 (12,50)	24 (100,00)
	Combined	0 (0,00)	2 (4,17)	8 (16,67)	29 (60,42)	9 (18,75)	48 (100,00)
Interest in implementing online-based services as an alternative to the dissolution of cooperatives	Yogyakarta	0 (0,00)	1 (0,93)	13 (12,03)	49 (45,37)	45 (41,67)	108 (100,00)
	East Java	0 (0,00)	4 (3,73)	31 (28,70)	58 (53,70)	15 (13,89)	108 (100,00)
	Combined	0 (0,00)	5 (2,31)	44 (20,37)	107 (49,54)	60 (27,78)	216 (100,00)

Source: Data processed 2019

Respondents who answered were as many as 20.37% and those who answered were low and very low with a percentage of 2.31% and 0%, respectively. Thus it can be informed that the level of recommendations related to the need for online cooperative services if the possibility of implementing online-based SISMINBHKOP services from the Ministry of Cooperatives and SMEs as an alternative to the system of dissolution of cooperatives in the Special Region of Yogyakarta and East Java Province is very high. This is good information if the online dissolution of cooperative services is implemented at the SISMINBHKOP Ministry of Cooperatives and SMEs.

To find out information related to the level of recommendation capacity for the needs of cooperative online services if the possibility of implementing an online-based SISMINBHKOP service from the Ministry of Cooperatives and SMEs as an alternative to the system of dissolution of cooperatives in the Special Region of Yogyakarta and East Java Province can be seen in the following table. The total score of respondents' answers to the recommendation capacity level for the needs of cooperative online services if the possibility of applying the online-based SISMINBHKOP service from the Ministry of Cooperatives and SMEs as an alternative to the system of dissolution of cooperatives obtained a value of 870 (eight hundred seventy) from the answers of 24 respondents spread in two provinces and Special Region of Yogyakarta and Province of East Java Province, and each province with City and Regency representation.

**Table 8. Performance of Cooperative Dissolution In the Special Region of Yogyakarta and East Java Province**

Category	Score Weight	Sum of Score	Total of Score	Interval / Predicate	Result
Very low	1	0	0	216-504 = Low	<b>Total of Score = 870</b> <b>Average = 4,03</b> <b>Predicate = High</b>
Low	2	5	10	504-792 = Middle	
Middle	3	44	132	792-1080 = High	
High	4	107	428		
Very High	5	60	300		
Sum		216	870		

Source: Data processed 2019

To measure the level of quality of cooperative dissolution with 4 sub-variables and 9 indicators or question items. Thus the results obtained an average respondent's answer of 4.03 and the interval of the total score of respondents' answers are in the predicate of high capacity. Thus it can be stated that the capacity or level of recommendation capacity for the needs of cooperative online services if the possibility of implementing online-based SISMINBHKOP services from the Ministry of Cooperatives and SMEs as an alternative to the system of dissolution of cooperatives in the Special Region of Yogyakarta and East Java Province is high. This is good information if the online dissolution of cooperative services is implemented at the SISMINBHKOP Ministry of Cooperatives and SMEs.

## CONCLUSION

Based on the analysis and discussion that has been carried out, the following conclusions can be drawn: (1) Performance in the dissolution of cooperatives in the Special Region of Yogyakarta and East Java Province results obtained an average respondent's answer of 3.53 and the interval of total score of the respondent's answer is in the predicate of moderate capacity. For this reason, improvement is still needed so that the level of performance of cooperative dissolution can be better and be able to achieve high performance; (2) Utilization of online services at cooperatives in the Special Region of Yogyakarta and East Java Province is quite high. This is good information if the online dissolution of cooperative services is implemented at the SISMINBHKOP Ministry of Cooperatives and SMEs; (3) The performance of online services obtained an average result of respondents' answers by 4.09 and the interval of total score of respondents' answers were in the predicate of high capacity. This is good information if the online dissolution of cooperative services is implemented at the SISMINBHKOP Ministry of Cooperatives and SMEs; (4) Interest in the need for cooperative online services if the possibility of implementing online-based services from as an alternative to the cooperative dissolution system in the Special Region of Yogyakarta and East Java Province is high. This would be good information if the cooperative dissolution online service was implemented at the Ministry of Cooperatives and SMEs.

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