



International Conference on Humanities and Social Sciences

# PROGRAM BOOK

The 3<sup>rd</sup> International Conference on Humanities and Social Sciences (ICHSS) 2020

October 28, 2020

**Community Empowerment through Research, Innovation, and  
Open Access**



Social, Humanities, and Tourism Centre (PSP)  
Institute for Research and Service of Engagement Universitas Negeri Malang

**The 3<sup>rd</sup> International Conference on Humanities and Social Sciences**

*Community Empowerment through Research, Innovation, and Open  
Access*

October 28, 2020  
Malang

Social, Humanities, and Tourism Centre (PSP)  
Institute for Research and Service of Engagemen Universitas Negeri Malang

## Conference Chair Massage

**Assalamu'alaikum WR. WB.**

Honorable Rector Universitas Negeri Malang ...

Honorable Head of Institute for Research and Service of Engagement ...

Honorable Keynotes speaker ...

and All presenters, and participants.

First of all, let us praise to the presence of God the Merciful God who has bestowed our pleasures, for the health, the opportunities, and the happiness we feel today.

**Dear Ladies and Gentlemen.....!!!!**

On behalf of the chairman, it is my great pleasure to welcome you all the presenters and participants, specially all the keynotes speaker to The Third International Conference on Humanities and Social Sciences (ICHSS 2020), thank you very much for your coming to today.

Secondly, my greatest thanks for all the committees who fought very hard for this event. For your information, we are from Social, Humanities, and Tourism Centre (PSP), Institute for Research and Service of Engagement Universitas Negeri Malang. In addition, I am very grateful to the Universitas Negeri Malang for the tremendous support to this conference.

**Ladies and Gentlemen.....!!!!**

ICHSS is a biennial conference on social sciences and humanities that organized by Social, Humanities, and Tourism Centre, Institute for Research and Service of Engagement Universitas Negeri Malang. This event will provide a forum in the field of social sciences and humanities issues for researchers, academicians, professionals, and students from over the world and for various perspectives.

This conference aims to provide a platform for researchers, academicians, practitioners, as well as professionals of all fields of study from all over the world to present their research results, to share ideas, experiences, expertise, and knowledge on the issues of educational practices, and to facilitate all Institutions or organizations to build business relationship for their future development.

Distinguished ladies and gentlemen...!!!

This event is attended by various universities. we, the committee, received 30 full papers that suitable to the theme and topic of the conference. After peer review process, the accepted papers will be submitted to **Social Science and Humanities proceeding** published by **CRC Balkema** and indexed by Web of Science.

That all what I can share. I wish you every success with this conference, please forgive me for any kind of mistake on my words and to all of you, **thank you for being here, welcome, and enjoy the conference...!!!!**

**Wasalamualaikum WR. WB.**

**Chairman**

**Dr. Joko Sayono, M.Pd, M.Hum**

## Welcome Speech from Rector

### **Assalamualaikum Wr,Wb**

Dear excellencies, distinguished presenters and participants, and all my dearly colleagues. It is a true pleasure for me to welcome you to the third International Conference on Humanities and Social Sciences, this time in Malang. I am very grateful to you all for taking time off from your busy schedule to attend this important conference.

### **Ladies and Gentlemen,**

This day, it feels almost impossible for us to live without technology. We can't deny how the advancement of information and communication technology has made our life easier. Communication become faster and cheaper, new economic opportunity opens, global social and cultural interaction becoming very easy. Sadly, ICT and globalization bring not only benefits, but also problems.

Carbon emission, cultural and social changes, cyber-crime, the dissemination of hoaxes and hate speech, climate change, are some of nowadays challenges. Not to mention we are still battling with ancient problems such as poverty, human rights abuse, the proliferation of high-level corruption, and so on.

National and international measures are taken to solve those problems. But, beside government policy and international cooperation, another key to tackle those problems is community empowerment.

Community empowerment can be the solution of the problems in our society since it would enable people to not only play an active role socially and politically, but also becoming independent financially.

However, to deliver the full benefits of community development, we need the help of scientific research. Because to develop a good and prosperous community, we need more than just good will and action!

Evidence based strategy could help a community empowerment action reach its goals. Through scientific discoveries we can understand what have been done so far and what should have done in the future. So, we can create a humanistic community empowerment that effective and efficient.

### **Ladies and Gentleman**

Bringing "Community empowerment through research, innovation, and open access" as our main topic, I hope this forum could facilitate the exchange of ideas and knowledge, all of which lead to the development of our global community.

At last,

To the participants, speakers, and other parties who were present in this virtual room, I also hope that this conference can also be the start of academic cooperation and collaboration between us.

Thank You.

Good Day for all of us.

**Wassalamualaikum Wr. Wb.**

**Prof. Dr. Ach. Rofi'udin, M. Pd**  
**Rector of Universitas Negeri Malang**

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## Conference Schedule

Time	Activity	Room	PIC
07.00 – 08.00 GMT+7	Call to order	Graha Rektorat Lt. 9	Committee
08.00 – 08.30 GMT+7	1. Opening Ceremony 2. National Anthem 3. Introduction to ICHSS by Head of LP2M or Chairman of ICHSS 2020 4. Official Opening by the Rector, Universitas Negeri Malang	Graha Rektorat Lt. 9	<b>MC:</b> Hawiki Renalia
09.00 – 09.30 GMT+7	<b>Keynote Speech</b> Juliani Peter Batubara, M.B.A (Minister of Ministry of Social Affairs, Indonesia)	Graha Rektorat Lt. 9	<b>Moderator:</b> Rahmati P. Yaniafari, M.Pd.
<b>Plenary Session I</b>			
09.30 – 10.05 GMT+7	Assoc. Prof. Haris Abd Wahab (University of Malaya, Malaysia)	Webinar room	<b>Moderator:</b> Rahmati P. Yaniafari, M.Pd.
10.05 – 10.40 GMT+7	Assoc. Prof. Chang Chew Hung (Nanyang Technological University, Singapore)		
<b>Plenary Session II</b>			
10.45 – 11.25 GMT+7	Dr. Muhamad Alif Haji Sismat (Universiti Islam Sultan Sharif Ali, Brunei Darussalam)	Webinar room	<b>Moderator:</b> Rahmati P. Yaniafari, M.Pd.
11.25 – 12.00 GMT+7	Prof. Yazid Basthomi (Universitas Negeri Malang, Indonesia)		
12.00 – 13.00 GMT+7	Break	Webinar room	
<b>Parallel Session</b>			
13.00 – 15.00 GMT+7	Parallel Session Room 1, 2, 3 and 4	Webinar room	Committee
15.00 – 16.00 GMT+7	Closing	Webinar room	Committee



**Theme Innovation in Sustainable and  
Competitive Economic Development**



# **Performance Expectancy Analysis, Social Influence and Facilitating Conditions on Behavioral Usage Through Behavioral Intention in Using Mobile Banking**

**Ike Kusdyah Rachmawati**

Institute Technology and Business Asia of Malang

**M Bukhori**

Institute Technology and Business Asia of Malang

**Syarif Hidayatullah**

University Merdeka of Malang

**Abdul Waris**

State Polytechnic of Malang

## **Abstract**

The development of increasingly advanced technology has made all banks, both banks that are under BUMN and private banks, compete to launch banking service applications, namely Mobile Banking. Mobile Banking is a banking service that aims to provide smooth and easy banking by utilizing information technology. Research to examine the extent to which performance expectancy, social influence and facilitating conditions influence behavioral usage, to see whether performance expectancy, social influence and facilitating conditions affect behavioral usage through behavioral intention. This research is an explanatory research, the location of this research is conducted in Malang city, East Java. The population in this study were all people who transact using mobile banking with a total sample of 160 respondents. Data analysis techniques used descriptive statistical analysis, path analysis (path analysis) and testing hypothesis. The results of the analysis 1) performance expectancy affects behavioral usage, 2) social influence affects behavioral usage, 3) facilitating conditions affect behavioral usage, then 4) performance expectancy affects behavioral usage through behavioral intention, 5) social influence affects behavioral usage through behavioral intention, 6) facilitating conditions affect behavioral usage through behavioral intention.



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Demikian Surat Keterangan ini dibuat, agar dapat dipergunakan sebagaimana mestinya.

Malang, 31 Desember 2020

Ketua  
  
**Pindo Tutuko, ST., MT. Ph.D.**