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7-8 March 2017

Ijen Suites Resort and Convention
Malang, Indonesia

**Basic Science for Improving
Survival & Quality of Life**

Sub Topics:

Material Science and Technology
Mathematics, Statistics, and Modelling



Faculty of Science
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BRIEF CONTENTS

BRIEF CONTENTS.....	i
BASIC 2017 COMMITTEE	ii
ABOUT BASIC	vi
WELCOME MESSAGE.....	vii
CONFERENCE VENUE.....	ix
CONFERENCE PROGRAM.....	x
TABLE OF CONTENTS.....	xi
PLENARY LECTURES.....	1
SCIENTIFIC PAPERS	
A. Invited Papers	12
B. Material Science and Technology	28
C. Mathematics, Statistics and Modelling.....	112
COMMERCIAL SUPPORT.....	252

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ABOUT BASIC

The Annual Basic Science International Conference is a scientific meeting aimed to promote mutual exchange between scientists and also experts, to discuss innovative ideas in scientific research, and to tackle contemporary problems through the application of knowledge that rise from sciences. The scope of this conference is fundamental and applied research in chemistry, biology, physics, and mathematics. The origin of this conference was initiated in year 2000, by the Faculty of Mathematics and Natural Sciences of Brawijaya University, under the name of Seminar Nasional Kemipaan (National Sciences Conference). Since then, the conference has been organized regularly on annual basis. In 2004, the conference changed its name to Basic Sciences Seminar (BSS) and started to invite international speakers and participants. The conference then expands its scope to international in 2011 and formally adopting the current name. The previous Basic Sciences International Conference was held at Atria Hotel Malang in 2016 with participants from many countries including Australia, Malaysia, Thailand, Japan, UK and Germany.

WELCOME MESSAGE

On behalf of the organizing committee, I would like to welcome you to the 7th Annual Basic Science International Conference.

Firstly, I would like to thank all participants who have spent their time to come and join us for the conference. I believe that we will not be able to hold this conference successfully without participation from all of you. Secondly, I would like to thank the dean of faculty of Mathematics and Natural Sciences, Brawijaya University, because the faculty has provided us supports and facilities. I am thankful to our great keynote and invited speakers for their willingness to join the conference and share their scientific knowledge to all of us. Thanks to our reviewers who have made assessments and suggestions related to the abstracts. I also want to thank the sponsors which have made their contributions to this conference. Finally, I want to thank all members of the committee for their hard work to make this conference successful.

The Basic Science International Conference is held every year since 2010, and always organized by the Faculty of Mathematics and Natural Sciences, Brawijaya University. This conference is a forum that enables us to share our ideas among us. The participants are expected also to take their time and opportunities to know each other during the conference, in order to strengthen their networks and collaborations. In this conference, we have more than 300 participants from countries such as Indonesia, Japan, Australia, Germany, Switzerland, and Thailand. In the conference, we have plenary lectures and sessions for parallel oral presentations as well as poster presentations.

We hope that all participants enjoy all activities during the conference and this proceedings book will be useful for all of us.

Thank you very much.

Best regards,

Hari Arief Dharmawan, Ph.D.

Chairman of BaSIC 2017

TABLE OF CONTENTS

Plenary Lectures

CRISPR/Cas9: The new gene surgery.....	1
Wolfgang Nellen	
Use of Wavelet Analyses with Potential Field Data in Exploration and Monitoring Studies	3
Guillaume Mauri, Ginette Saracco	
Mathematics for Solving 5G Massive Wireless IoT Networks Problems	5
Khoirul Anwar	
The Roles of Metal Ions in Diabetes – Metal Drugs and Supplements	7
Peter A. Lay, Anna Safitri, Aviva Levina	
Functionalization of Stainless Steels Via Low Temperature Plasma Nitriding	8
Tatsuhiko Aizawa	

Scientific Papers

A. Invited Papers

Complexity and Nano Sciences Approach in Life Sciences: The way to overcome our partial understanding on living system.....	12
Sutiman B. Sumitro	
Surface Modification for Quartz Crystal Microbalance using Polystyrene as a Basis for Biosensor	13
Setyawan P. Sakti, Akhmad Sabarudin, Masruroh, Dionysius J.D.H. Santjojo	
Structure and Dynamics of Water: An Insight from Molecular Simulation	17
Lukman Hakim, Irsandi Dwi Oka Kurniawan, Irwansyah Putra Pradana, Masakazu Matsumoto, Hideki Tanaka	
Electrochemical Sensor for Industry and Medical.....	18
Fredy Kurniawan, Liana Ari Widyanti, Kartika A. Madurani	
Polyaniline-Modified Zeolite NaY: A New Sorbent for Dispersive Solid Phase Extraction of Multiclass Pesticides	24
Rodjana Burakham, Prapha Arnnok, Nopbhasinthu Patdhanagul	
Mathematical Model of a Growing Tumor and Its Interaction with Immune System: The role of dendritic cell in controlling the immune system.....	25
Trisilowati and D.G. Mallet	
Spatial Panel Dynamic Econometrics Model of Land Value, Land Use Externalities and Their Dynamic: Case Study of the Jakarta’s Fringe	26
Rahma Fitriani, Eni Sumarminingsih, Suci Astutik	
How Data Sciences Shapes Personalized Medicine Revolution	27
Setia Pramana	

B. Material Science and Technology

Synthesis of Textile Natural Colorants from Cassava Peel Waste Fermented by Monascus Purpureus.	28
Ikhwanul Muslim, Ika Natalia Mauliz, Mohamad Widodo	
An Analysis of Temperature Substrate Effect and Nitrogen Gas Pressure on Aluminum Nitride Crystal Growth Using Reactive Sputtering Method	32
Dianita Wardani, Diah Susanti, Agung Purniawan, Trimadji Atmono	
Nanosilica (SiO₂) From Phycopilite Ores Make Banknote Superhydrophobic.....	35
Fithrotun Nisa, Abdulloh Fuad, Subakti	

Solar Cells Characterization Polycrystalline with Sun Simulator System Using Light Bulb Halogen	39
Soni Prayogi, Yoyok Cahyono, Ahmad Sholih, Fitria Silviana, Darminto	
The Effectiveness Sap of Avicennia Alba as antimicrobial That inhibit Bacteria Growth in Streptococcus Mutans	43
Okta Efriyadi, Devi Ayu Novita	
Making Ecofriendly Fiber Made from Recycled Polyethylene Plastic Bag Waste	47
Asril Senoaji Soekoco, Noerati, Maya Komalasari, Kurniawan, Agus Hananto	
Characterization Argon Plasma on DC Bias Discharge by Using Comsol Multiphysics Simulation and The Effect of Voltage Variation	51
Muhammad Ghufron, E.E Yunata, T. Aizawa2	
The Characteristics of Optical and Magnetic Properties of Zn_{0.75}Mn_{0.25}O Nanoparticles	55
Heru Harsono, Zahratul Jannah AR	
Austempering Process at Low Temperatures in Produce of Wear Resistant Steel with Structured Carbide Free Bainite	58
Faisal Manta, Suwarno	
The Effect of Cr₂O₃ Addition on The Phase Stability of Tl₂-XCr_xBa₂CaCu₂O₈ Superconductor	62
Syahrul Humaidi, Marhaposan S, Eddy Marlianto and Roslan Abd-Shukor	
The Influence of KOH Concentration of The Chemical Activation on The Production of Active Carbon Made of Agave Fiber	66
Gancang Saroja, Lailatin Nuriyah, Yogi Fernandus	
The Effect of Various Amount of Sucrose of Zeolite-X Templated Carbon on The Properties and CO₂ Adsorption Capacity	69
Ibnu Muhariawan Restuaji, Nurul Widiastuti	
Study on Physical Properties and Mineralogy of Pumice and Scoria from Mount Kelud Blitar To Evaluate Their Potential as Geotechnical Material	73
Andre Primantyo Hendrawan, Heri Suprijanto, Emma Yuliani, Muhammad Nurjati Hidayat	
Metal Coat Spray Distance analysis of AISI Steel 1045 To Corrosion Resistance and Lamination Strength with Stainless Steel as Lamination	77
Ipick Setiawan, Sunardi, Budiman	
Magnetic Susceptibility and Mineralogy of Deposited Sediment in Eastern Part of Sentani Lake.....	81
Dian Sisinggih, Zem Dhani, Sri Wahyuni, Siti Zulaikah and Yusuf Bungkang	
Effect of Addition of Malic Acid and Sodium Alginate Biopolymer to The Poly(Vinyl) Alcohol Membrane on the TG-DTA Thermogram	85
Ulfa Andayani, Diah Mardiana	
Nitrided Austenitic AISI 316L by RF-DC Plasma Nitriding	89
Istiroyah, D.J. Santjojo	
Effect of Horizontal Peg Distance to The Shear Strength of Beams Bamboo Lamination	93
Zulmahdi Darwis, Soelarso, Slamet Widodo	
Synthesis and Characterization of Alginate Bioplastic Based on <i>Sargassum Sp.</i>	97
Lailatin Nuriyah, Muhammad Ghufron, Agesta D. Widyanugraha	
The Effect of Addition of Activated Carbon Made from Palm Empty Fruit Bunch and Iron Powder on Ceramic Membrane Characteristics.....	101
Sisnayati, Muhammad Said, Subriyer Nasir, and Dwi Putro Priadi	
Study on Contamination Detection of Rhodamine B in Capsicum Annum L Based on The Electrical Properties of Materials	105
Chomsin S Widodo, Unggul P.J., Bambang	
The Role of Boltzmann Temperature on Short Pulse Molecular Alignment	108
Abdurrouf	

C. Mathematics, Statistics and Modelling

Forecasting Analysis Using Poverty Level Multiple Regression analysis.....	112
Warnia Nengsih, Juni Nurma Sari	
Solving a System of Nonhomogeneous Fourth Order Ordinary Differential Equations by Using Diagonalization Matrix.....	116
Tjang Daniel Chandra	
The Properties Pringsheim and Regular Convergence of Double Series and its Application	120
Moch. Aruman Imron	
SFH (Smart Floating Harbour): Smart Harbour with Harbour-Tourism Concept Based on Graph Analysis of Simpang 5 Semarang.....	124
Rezki S.	
Segmentation of Leaf Spot Disease on Apples Plants by Using Fuzzy C-Means Algorithm	128
Syaiful Anam	
Developing Programming of a Quantum Walks Algorithm Using MATLAB	132
Lila Yuwana and Agus Purwanto	
Spatio Temporal Dynamic Modeling of Dengue Fever Infectious Disease in Bandung.....	136
I Gede Nyoman Mindra Jaya, Bud Nurani Ruchjana	
A Comparison of MCMC and DMC Approach for Seemingly Unrelated Regression Models with Application Gross Regional Domestic Product.....	140
A.B. Santosa, N. Iriawan, Setiawan and M. Dokhi	
An Explicit Formula for angle Between Subspaces of an N-inner Product Space	144
M. Nur, H. Gunawan, O. Neswan	
Risk Identification on Food Safety for Fish Supply Chain with Pareto Diagram	148
Hana Catur Wahyuni, Wiwik Sumarmi	
Power Quality Improvement Caused by Electric Arc Furnace Using Unified Power Quality Conditioner	151
Wahyuni Martiningsih, Rizky, Rocky Alfanz	
Optimal Control Applied to The Spread of HIV/AIDS	155
Marsudi	
An Example of Terwilliger Algebras of Same Degree with Different Dimension	159
Nur Hamid	
Choice Based Conjoint for Preferences of Statistics Teaching Methods.....	163
Utami Syafitri, Farit M Afandi, Septian Putri Palupi	
Dynamics analysis of a Rotavirus Infection Model with Saturated Incidence Rate	167
Anna Silvia Purnomo, Isnani Darti	
Homomorphism on Direct Product of Fuzzy Module Over Fuzzy Ring	171
Vira Hari Krisnawati, Bayu Setyabudi	
Homotopy analysis Method to Solve the Generalized Fisher's Equation	175
Dadang Amir Hamzah, Y. Soeharyadi, J.M. Tuwankotta	
Application Correlation Order at Dependency Problem on Joint Life Status.....	179
Endang Wahyu Handamari, Fawzan Rinaldy	
The Interface-Fluid Coupled Model with Free Boundary at Triple Line	182
Nur Shofianah	
A Convolved Gaussian Process for Multiple Dependent Processes	186
A'yunin Sofro, Jian Qing Shi	
Dealing with Feller Condition Under Heston Model	189
Abe Vallerian Siswanto, Helena Margaretha, Giovani Gracianti	

Properties of Various Smoothing Functions for Smoothed Particle Hydrodynamics	192
Kenny Wiratama, Helena Margaretha, Pujianto Yugopuspito	
Application Ant Colony Optimization on Weight Selection of Optimal Control SEIR Epidemic Model	196
Dinita Rahmalia, Teguh Herlambang	
Structural Modeling of Half-Through Steel Arch Bridge on Buckling Effect.....	200
Ussy Andawayanti, Evi Nur Cahya	
Analysis of Potential Evaporation Calculation Method at Karangploso, Malang Regency, East Java	204
Donny Harisuseno, Ery Suhartanto, Ersty Nurul Frida Asmara	
Service Satisfaction Level (Study Case in GoJek Versus Go Bike)	208
Yulinda Rizky Pratiwi, Edy Widodo	
Generalized Formulae for Instantaneous Nonlinear Susceptibility in The Presence of Excitation and Ionization	212
Muhammad Nurhuda	
Study of Optimization of Cropping Pattern to Maximize the Profit of Agricultural Production at Jati Ampuh Irrigation Area	216
Lily Montarcih Limantara, Rini Wahyu Sayekti, Muhammad Amar Sajali, Dipta Pramana S.	
Clustering Analysis for incomplete Data (Study Case of Composing Zone of User Rights Radio Frequency Cost).....	220
Erfiani	
An L (2, 1)-Labeling of Corona Product of K1 and Cartesian Product of Pn and C4	223
Rismawati Ramdani, Resti Anisawati Miyuki	
Indonesia Life Table Derivation Based on indirect Estimation Data with Logit Model Life Table System	227
Stephen, Helena Margaretha, Ferry Vincenttius Ferdinand	
Semiparametric Mixed Model for Small Area Estimation Under Informative Sampling.....	231
Angela Nina R. C., Sri Haryatmi, Danardono	
The Influence of Weber Trench to Tsunami Simulation in Banda Sea.....	235
Nisrina Ikbar Rahmawati, Bagus Jaya Santosa, Wiko Setyonegoro	
Modeling Catastrophic Deaths in indonesia with Extreme Value Theory	239
Henry Kurniawan, Helena Margaretha, Ferry Vincenttius Ferdinand	
Elliptic Curve Cryptosystem (ECC) USED IN Encryption and Decryption TEXT.TXT with C# PROGRAMMING	244
Akik Hidayat, Mira Suryani, Intan nurma Yunita	
Calculation of Insurance Premium of Rice Plants in Citarum Watersheed	248
Endang Soeryana Hasbullah, Sukono, Muhammad Faiz Rifqi, Sudradjat Supian	

Service Satisfaction Level (Study Case in Gojek and Grab Bike)

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Abstract—Globalization has become a motor for the current technological developments. The presence of the Virtual Space provides an opportunity for the community to actualization with access to a wider world, quickly and easily. Transport which is part of the existence of life, civilization needs over time that also has been the object vital to technological developments. Some android apps are emerging as Gojek and Grab Bike application that can fulfill the public demand for transportation services more easily. Methods for obtaining the data is done by using secondary data. Secondary data are user comments for Gojek and Grab Bike that obtained through a search on the internet media. The analytical methods are descriptive analysis, Clustering, Association Rules, and Wordcloud. These are performed by software open source R adding packages such as “tm”, “twitteR”, “wordcloud”, and “ggplot”. By text mining, can be seen the number of followers of the official account of Gojek and Grab Bike by looking at the spread map of the followers of the account to consider the expansion of sales to be widespread. Moreover, it can be known how any talks that are often associated with Gojek and Grab Bike in twitter account.

Keywords—Gojek, Grab Bike, Logistic Regression, Twitter, Talks

1. INTRODUCTION

One of the communication media is now the fast-growing social media. One part of the social media is a social networking site, which is a web-based service that allows users to create profiles, see the list of available users, as well as invite or accept friends to join the site. Generally, there are two types of textual information on the web, ie facts and opinions. The fact is the objective statement about entities and events in the world, while opinions are subjective statements that reflect the sentiment or perception of people about an entity or world events. Currently, the organization has many uses information from social media to conduct surveys than through conventional survey that will cost quite a lot. Twitter is one of the social networks that are popular today.

Twitter is a website owned and operated by Twitter Inc. which offers a form of micro-blogging social network that allows the users to send and read messages called tweets. In twitter, followers and following are the terms in which it is very important for some twitter users. Due to the popularity of twitter accounts owned by several persons or institutions be seen from the number of followers.

Informatics business is a work by individuals or groups to benefit like a business that utilizes informatics techniques, such as the Internet or applications on the mobile phone. What we know today informatics business rapidly growing, one of the capital city of Indonesia being 'invaded' by green troops who created a stir among the urban community. When down the road, wherever you are, you will see one or two motors that passengers wearing a green jacket with writing Gojek or Grab in tow. Seeing the development of Gojek and Grab Bike are very interesting because Gojek and Grab Bike are startup pioneer in the field of online motorcycle, it is expected that Gojek and Grab Bike development can become a success story that can be taken as lesson learned for other startups.

2. THEORICAL BASIS

2.1 Data Mining

Data mining is the extraction of interesting patterns from large amounts of data. A pattern is said to be interesting if the pattern was "not trivial", implicit, previously unknown, and useful. Patterns presented should be easy to understand, apply to the data to be predicted with a degree of certainty, useful, and new. Data mining is a process that uses statistical techniques, mathematics, artificial intelligence, and machine learning to extract and to identify useful information and related knowledge from a variety of large databases (Turban, et al., 2005). Extracting data required when the available data are too many (for example, data obtained from the company's database system, e-commerce, share data, and bioinformatics data), but do not know what pattern can be obtained. Examples of discovery patterns in data mining is supposed a company that will increase the credit card facility of the customer,

the company will look for patterns of customers to know your potential customers and potential customers who do not. In addition, data mining plays an important role in the fields of industry, finance, weather, climate, science, and technology.

2.2 Text Mining

Doing the work of the prediction of what will happen to a student based on previous historical data relating to the performance index to be reached last semester, and jobs like this in the scientific world is often referred to as pattern recognition. Pattern recognition is part of the data Mining. So pattern recognition is a discipline that studies how we group objects to the various classes and how data mining can be found the inclined. Data mining plays an important role in the fields of industry, finance, weather, science and technology. Data mining with regard to the processing of data on a large scale.

2.3 WordCloud

Word cloud is one of the results of text mining methods that feature popular words associated with internet keywords and text data. Word cloud is often used to highlight popular terms or trend based on the word frequency of users (PBC, 2013). Word cloud is an approach that can explain the research questions very quickly and easily, we can explore word cloud briefly and can perform comprehensive analysis (Graham, I. Milligan, & S. Weingart).

2.4 Association Rules

Association rules analysis is a data mining techniques to discover the rules of associative between a combination of items. Association rules want to provide information in the form of "if-then". Functions association rules are often referred to as market basket analysis which is used to find a relation or correlation between the set of items.

2.5 Text Clustering

Text clustering assists in a decision by making a connection between the same document, which in turn allows the relevant documents be taken after one of the documents has been considered relevant to the request [Martin, 1995]. The main applications of clustering in text mining are as follows:

- a. Simple clustering. This refers to the formation of clusters feature text. For example: the grouping of hits generated by search engine.
- b. Taxonomy generation. This refers to the generation of a hierarchical group. For example: a cluster that contains the text of the automaker is the parent of the child cluster that contains the text of car models.
- c. Topic extraction. This refers to the extraction of the most distinctive features of a group. For example the most distinctive characteristics of the documents in each topic of the document.

2.6 Gojek and Grab Bike

Gojek and Grab Bike are social enterprises that partners with a group of experienced and trustworthy ojek drivers to deliver a one-stop-shop convenience service for Indonesians. GoJek and Grab Bike are a motorcycle taxi that can be reached through phone and mobile application. As another ordinary taxi, the fare is fixed depends on the distance. People love it because GoJek and Grab Bike are cheap and easy to access. They feel delighted with the fair pay-what-you-get service. Moreover, they do not have to walk to find the closest motorcycle taxi since GoJek and Grab Bike driver offers door-to-door service. Generally, there are 3 main services: transport service, instant courier, and shopping & delivery.

3. RESULTS AND DISCUSSION

3.1 Population

The population in this study are active Twitter users are on a tweet with the mentions in account "@GojekIndonesia" and "@GrabID" taken the data as many as 3000 tweets.

3.2 Data analysis method

There are several methods of data analysis used in this study, among other things:

1. Descriptive Analysis is used to describe the condition tweet of the account "@GojekIndonesia" and "@GrabID".
2. Clustering used to view groups of words have in common.
3. The Association rules used to identify patterns or relationships of words that is often discussed in conjunction with the account "@GojekIndonesia" and "@GrabID".

Based on the Figure 3.4.2, the result grouped into five clusters. For example, the results shows that the word “driver” and “grab” to be one group, so it means that the tweet about grab will be followed by the word “driver”.

3.5 Assosiation Rules

To find the word most associated with XYZ word, use the following command:

```
$Assocs(myTdm, 'go-jek', 0.17)
Sek`
$      20%          go-box!          pilihgobox          pindahan?
$      0.38          0.38          0.38          0.38
$      rainh        https://t.co...        sekarang! @familymart_id...
$      0.38          0.35          0.35          0.31
$      cup          kunjungi          nestl          tagihan
$      0.31          0.31          0.31          0.31
$      tukarkan    @sjora          go-points          gratis?
$      0.31          0.28          0.28          0.28
$      download    cek?          kaosnya          ngefan
$      0.27          0.22          0.22          0.22
Souvenirnya          diskon @gojekindonesia:          gunakan
$      0.22          0.19          0.18          0.18
$      poin
$      0.17
```

Based on the results, the word “go-jek” has the highest association with the word “20%” as much as 0:38 or 38% and the rest follow the number of words that are often associated by someone if writing words on social media twitter @GojekIndonesia.

```
> findAssocs(myTdm, 'bike', 0.15)
$bike
bisa,aplikasi          mutasi          online,saya          grab          pendaftaran
0.29          0.29          0.29          0.28          0.26
adik          kabur.          persyaratan          #grabvot          nggak?
0.20          0.20          0.17          0.16          0.16
uber
0.16
```

Based on the results, the word “bike” has the highest association with the word “bisa,aplikasi” as much as 0,29 or 29% and the rest follow the number of words that are often associated by someone if writing words on social media twitter @GrabID.

4. CONCLUSION

Based on the analysis and the twitter account @GojekIndonesia can be concluded that the words were much discussed regarding “go-jek” are “gopay”, “gojek”, and “saldo”. Based on the analysis and the twitter account @GrabID can be concluded that the words were much discussed regarding “bike” are “grab”, “driver”, and “promo”.

In addition to the Gojek and Grab Bike word, the pattern is the word most often occurs with the explanation and said that word is rare. The results obtained in the cluster analysis form of some words that are used by users of Twitter, one of which is a twitter account Gojek and Grab Bike itself.

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