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# **BOOK OF ABSTRACT CONFERENCE PROCEEDING**



**THE 5TH INTERNATIONAL CONFERENCE  
POSTGRADUATE SCHOOL**

***Managing the New Normality:  
Multidisciplinary Research in  
The Post-Pandemic Time***

*Virtual Conference  
September 8-9, 2021*

**Supported by**



# Book of Abstract Conference Proceeding

## The 5th International Conference Postgraduate School

Virtual Conference  
September 8-9, 2021



UNIVERSITAS  
AIRLANGGA

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PASCASARJANA



# **Book of Abstract Conference Proceeding**

## **The 5th International Conference Postgraduate School**

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# FOREWORD





UNIVERSITAS  
AIRLANGGA | SEKOLAH  
PASCASARJANA

**Vision:**

*To Become a World-Class Institution by Developing Transformative Leaders who Improve the World*

**Mission:**

1. *Educating students to be transformative leader*
2. *Develop and disseminate knowledge for the competitiveness of businesses, governments, and communities.*
3. *Improving the impact of education and research for the nation's competitiveness*

**Value of Airlangga University:**

*EXCELLENCE WITH MORALITY*

The achievement of Postgraduate School's vision and mission, is based on the same values as Airlangga University, namely Excellence with Morality.

The value of Excellence with Morality is operationalized into four keywords with the acronym BEST, namely:

**1. Based on Morality**

*The person within Postgraduate School's academic community has a behavior that is always based on morality, which does not violate the rules or norms that apply.*

**2. Excellence in academic, research, community services, and holding university**

*The person within Postgraduate School's academic community always gives the best for the surrounding environment.*

**3. Strong Academic Culture**

*The person within Postgraduate School's academic community has a strong and rooted academic culture.*

**4. Target Oriented**

*The person within Postgraduate School's academic community always oriented towards processes and results so that they have optimal performance.*

<https://pasca.unair.ac.id/>



**Research Synergy Foundation** is a digital social enterprise platform that focuses on developing Research Ecosystem towards outstanding global scholars. We built collaborative networks among researchers, lecturers, scholars, and practitioners globally for the realization of knowledge acceleration. We promote scientific journals among countries as an equitable distribution tools of knowledge. We open research collaboration opportunities among countries, educational institutions, organizations and among researchers as an effort to increase capabilities.

Known as a catalyst and media collaborator among researchers around the world is the achievement that we seek through this organization. By using the media of International Conference which reaches all researcher around the world we are committed to spread our vision to create opportunities for promotion, collaboration and diffusion of knowledge that is evenly distributed around the world

***Our Vision:***

*As global social enterprise that will make wider impact and encourage acceleration quality of knowledge among scholars.*

***Our Mission:***

*First, developing a research ecosystem towards outstanding global scholars. Second, Promoting scientific journals among countries as an equitable distribution tools of knowledge. Third, opening research collaboration opportunities among countries, educational institutions, organizations and among researchers as an effort to increase capabilities. Fourth, creating global scientific forum of disciplinary forums to encourage strong diffusion and dissemination for innovation.*

<https://www.researchsynergy.org/>



**Vision:**

*Being a University with International Standard, participating in the national development through Education, Research and Community Services, which is based on the Natural Resources particularly in the Tropical Rain Forest and its surroundings.*

*Furthermore, the University's missions are statements derived from the vision that must be carried out and have been established so that the aims of the organization can be reached and managed properly.*

**Missions:**

- 1. Producing human resources, individuals and qualified professionals through the higher education programs with an International Standard.*
- 2. Producing qualified and efficient research by promoting the principles of sustainability.*
- 3. Managing the University in an accountable and independent way based on the national standard.*

<https://www.unmul.ac.id>



## **VISION**

*Becoming a National Competitive College in the Field of Management and Accounting in 2020.*

## **MISSION**

1. *Conducting education, research, and community service.*
2. *Developing a comprehensive and applicable model or system in solving the stakeholder problems.*
3. *Fostering an entrepreneurial spirit (entrepreneurship).*
4. *Developing the intellectuality of the STIE Sultan Agung academic faculty members.*

<https://stiesultanagung.ac.id>





## VISION

*UIN Syarif Hidayatullah Jakarta is towards a world-class university by the integration of science, Islamic value, and Indonesian-ness*

## MISSION

- *To provide a good and relevant higher education as a tool to develop science, to create social transformation, and to increase national competitiveness*
- *To organize a higher education within good cultural and structural framework, integrity, and accountability*

## OBJECTIVE

- *To improve the quality of education and teaching which results in the improvement of qualified and competent graduates.*
- *To improve research quality and quantity, scientific publications, and community service in order to enhance the education's quality and competitiveness.*
- *To improve coordination and synergy among units in order to strengthen culture and structure of the organization.*
- *To improve enforcement of the good governance's principles at every university managerial area.*
- *To improve enforcement of the good governance's principles at every university managerial area.*

<https://www.uinjkt.ac.id>

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Administration of Postgraduate School

## CONFERENCE CHAIR MESSAGE

---

We are delighted to welcome you to The 5th International Conference Postgraduate School by Postgraduate School, Universitas Airlangga (PASCA UNAIR), Research Synergy Foundation (RSF), Universitas Mulawarman, STIE Sultan Agung Pematang Siantar, and UIN Syarif Hidayatullah Jakarta that held virtually on September 8-9, 2021.

This conference not only give you global forum to share and exchange idea, research, and work. But also, provide wider network and research ecosystem for further collaboration and projects. We are glad to share this good opportunities in the scientific community, that will be offered only for all participants who participate in the conference.

It has been our privilege to convene this conference. Our sincere thanks, to the conference organizing committee; to the Program Chairs for their wise advice and brilliant suggestion on organizing the technical program and to the Program Committee for their through and timely reviewing of the papers. Recognition should go to the Local Organizing Committee members who have all worked extremely hard for the details of important aspects of the conference programs and social activities.

We welcome you to this conference and hope that this year's conference will challenge and inspire you, and result in new knowledge, collaborations, and friendships.

Best regards,

Dr. Nuri Herachwati, Dra., Ec., M.Si., M.Sc.

Conference Chair of The 5<sup>th</sup> ICPS 2021

## CONFERENCE CHAIR

---

*Dr. Nuri Herachwati, Dra., Ec., M.Si., M.Sc.*

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### **Human Resources Development of Postgraduate School Universitas Airlangga**

Dr. Nuri Herachwati, Dra.Ec., M.Si., M.Sc. is a senior lector, currently she is actively serving as Chair of the Master's Program in Human Resource Development, Universitas Airlangga for the 2020-2025 period, Secretary of the Indonesian Management Forum, and vice President of Indonesian Perwira (Perkumpulan Pendidik Kewirausahaan Indonesia). She studied Bachelor of Economics at Airlangga University Management, Masters in Management Science at Airlangga University, Masters in Human Resource Management at Business School, Stratchclyde University, Glasgow, United Kingdom and Doctoral Education in Management at Airlangga University Management. Her research interest is in the field of Human Resources and Leadership.



## CO-CONFERENCE CHAIR

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***Dr. Hendrati Dwi Mulyaningsih***

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### **Founder & Chairperson of Research Synergy Foundation**

Dr. Hendrati Dwi Mulyaningsih is the chairperson and founder of Research Synergy Foundation that has shown great commitment on creating Global Network and Research Ecosystem. This GNR ecosystem has been developing since 2017 up to the present and having increasing numbers of the member up to more than 15.000 from all around the globe. Her passion in how to create impact and co creation value among all the stake holder of RSF has made her focus on

upholding integrity in the scientific process through enhancement of RSF's support-support system as like Reviewer track, Scholarvein, Research Synergy Institute and RSFPRESS. Thus, her work in this area has made her as the Nominee of Impactful Leadership Awards from Tallberg Foundation Sweden 2019.

As lecturer, she has been working in the University since 2008 – at present in Indonesia as assistant professor and she hold her Doctoral Science of Management graduated from School of Business and Management Institute of Technology Bandung (SBM-ITB) and she has strong interest to her research project as well as her research field in Social Entrepreneurship, Social Innovation and Knowledge Management.

As researcher, her work studies and research on this research field made her being invited as reviewer in many reputable Scopus and WOS indexed journals and also as keynote speaker in many International Conferences in Philippines, Thailand, Malaysia, Indonesia, Australia, Japan and US . She also has shown her great passion on writing her research study into some books chapter , papers and contemporary scientific articles that has already been published in Springer, Emerald, Taylor and Francis and in many reputable international journals. The terrific association between her professional experiences as researcher, lecturer, the certified Trainer & Coach combined with her wider horizon on networking in the research area made her establish the strong commitment on having global learning platform to accelerate knowledge through many workshops and research coaching in Research Synergy Institute as one of RSF's support system.

## SPEAKERS

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***Prof. Dr. MOHAMMAD NASIH, SE., MT., Ak.***

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### **Rector of Universitas Airlangga**

Prof. Dr. Mohammad Nasih, SE., MT., Ak is a professor of the Faculty of Economics and Business Universitas Airlangga (FEB UNAIR), currently he is actively serving as Rector of Universitas Airlangga for the 2020-2025 period. He studied Bachelor of Economics at Universitas Airlangga in Accounting, Master of Engineering in Industrial Management at Bandung Institute of Technology, Doctor of Economics at Universitas Airlangga in Accounting. His research interests are in accounting and Islamic banking. From 2016 to 2021, there were 32 publications cited as many as 335 with an H-index of 10.

***Prof. Badri Munir Sukoco, SE., MBA., Ph.D.***

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### **Director of Postgraduate School Universitas Airlangga**

Prof. Badri Munir Sukoco, SE., MBA., Ph.D. is a professor of the Faculty of Economics and Business, Universitas Airlangga (FEB UNAIR), currently he is actively serving as Director of the Postgraduate School of Universitas Airlangga for the period 2020-2025. He studied Bachelor of Economics at Airlangga University Management, Masters degree in Strategic Management at National Cheng Kung University Taiwan, Doctoral education at Strategic Management National Cheng Kung University Taiwan. His research interests are in Strategic Management and Higher Education. He is active in writing opinions in mass media such as Jawa Pos, Republika, and Kompas. From 2014 to 2021, there were 142 publications citing as many as 2700 with an H-index value of 18.

***Dr. RUDI PURWONO, SE., M. SE.***

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Dr. Rudi Purwono, SE., M. SE. is a senior lecturer, currently he is actively serving as Deputy Director for Academic Affairs, Students and Alumni of the Postgraduate School of Airlangga University for the 2020-2025 period. He studied Bachelor of Economics at Airlangga University Management, Master of Economics, and Doctor of Economics at the University of Indonesia. His research interests are in Banking and Accounting. From 2015 to 2021, there were 89 publications citing 149 with an H-index value of 7.

***Prof. Dr. Rr. SRI PANTJA MADYAWATI, drh., M. Si.***

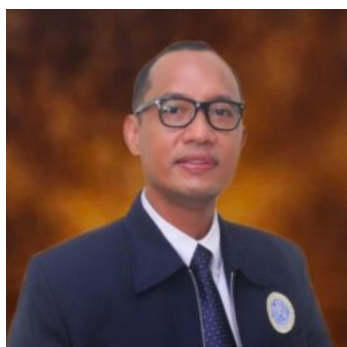
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Prof. Dr. Rr. Sri Pantja Madyawati, drh., M. Si. is a professor at the Faculty of Veterinary Medicine, Universitas Airlangga (FKH UNAIR), currently she is active as Deputy Director for Resources and Information for the Postgraduate School of Airlangga University for the 2020-2025 period. She studied Bachelor of Veterinary Medicine at Airlangga University Veterinary Medicine, Veterinary Professional Education at Airlangga University Veterinary Medicine, Master of Medicine education at the Airlangga University Faculty of Medicine, and Doctoral Education at the Faculty of Medicine. Her research interest is in the field of Reproductive Physiology. From 2015 to 2021, there were 98 publications that were citation as many as 246 publications with an H-index value of 4.

***Dr. SUPARTO WIJOYO, S.H., M. Hum.***

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Dr. Suparto Wijoyo, S.H., M. Hum. is a Senior lector, currently he is actively serving as Deputy Director for Research, Community Service, Digitization and Internationalization of the Postgraduate School of Airlangga University for the 2020-2025 period. He studied Bachelor of Law at Airlangga University, Master of Law education at Airlangga University, and Doctor of Law Education at Airlangga University. His research interests are in the field of Environmental Law and Local Government Law. From 2014 to 2021, there were 125 publications citing 383 with an H-index value of 10.

## SESSION CHAIRS

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### ***Dr. Silvia Catalan Ambag – Quezon City University***

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Dr. Silvia C. Ambag is a specialist in education, research, publications, and extension. Currently, he works as an Education Consultant at Quezon City University and as a Professor Lecturer 3 at Universidad de Manila and Laguna State Polytechnic University. Member of the Scientific Board of the Research Synergy Foundation in Indonesia, as well as the Editorial Board of the International Journal of Theory and Application in Elementary and Secondary School Education (IJTAESE) in Indonesia. Asia Pacific Consortium of Researchers and Educators Board Member and Finance Officer (APCORE).

Invitations to speak as an expert in research and education were extended. From 2018 to 2020, Dr. Ambag is a guest lecturer and speaker at Politeknik Piksi Ganesia and SEAMEO CECCEP in Bandung, Indonesia. She has also been published in various journals and has presented her research paper in countries such as Indonesia, Japan, Phuket, Bali, Indonesia, Bangkok, California, and Guam, USA.

### ***Dr. Sheryl H. Ramirez, RN, MAN, LPT, Ph. D. – Universidad de Manila***

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Dr. Sheryl H. Ramirez is a Registered Nurse and a Licensed Professional Teacher from the Philippines with advanced degrees in Nursing from the University of the Philippines and a Ph. D in Educational Policy and Administration. Her career evolved from clinical practice as an ICU Nurse with US RN recognition as a 'Magnet Nurse' by the American Nurses Credentialing Center to teaching practice as Nursing Faculty and Professor at the Graduate School of Education at Universidad De Manila where she is currently the Research Director.

Her research areas of interest are innovative pedagogy, resilience, and transformation across health and education to respond to the global pandemic challenges. A researcher, a research collaborator, and a reviewer of the International Journal of Africa Nursing Sciences published by Elsevier with previous works on Emotional Quotient and Leadership, Organizational Climate, Organizational Learning, and Research Efficacy of Teachers.

***Dr. Abdul Aziz Lai Bin Mohd Fikri Lai - Universiti Teknologi MARA (UiTM), Malaysia***

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Abdul Aziz Lai Bin Mohd Fikri Lai is a senior lecturer from the Faculty of Business and Management UiTM Sabah Branch, Malaysia, specialize in the field of Economics and Finance. He graduated from Universiti Teknologi MARA (UiTM) Malaysia with a Bachelor Degree of Business Administration (Honors) Business Economics in 2014 before further his post-graduate studies by research in Finance and International Trade in the same university in 2015.

He completed his PhD in October 2018 with a thesis entitled “A Segregation Analysis of Malaysia’s International Trade Pattern” and awarded with Graduate on Time (GOT) award. During his post-graduate journey, he published several articles and presented in several international conferences where he was awarded with *Best Presenter* in *ABRM 6<sup>th</sup> International Trade and Academic Research Conference, London, England* and *Overall Best Paper Award* in *2<sup>nd</sup> Advances in Business Research International Conference, Langkawi, Malaysia*.

He is currently attached to the Department of Research, Industrial Linkages, Community and Alumni Network and he is the Head of Unit for the Industrial Linkages, Community and Alumni of UiTM Sabah Branch, Malaysia.

***Assoc. Prof. Rovena I. Dellova, DEM - Lyceum of the Philippines University***

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Dr. Wheng Dellova is a licensed teaching professional who is eager to provide education based on real-life examples and innovative learning styles. She is a Fulltime Faculty handling tourism and hospitality subjects at Lyceum of the Philippines University, Manila.

She is a graduate of Doctor in Education Management at Polytechnic University of the Philippines. She handled the Practicum placement for hospitality programs for eight (8) years in LPU and served as Operations Head at Palm Group of Hotels School for three (3) years, where she is hands-on in the placement of Interns. She also joined various food industry and businesses prior engaging in the teaching profession. Her Research endeavour covers education, management, and hospitality topics.

***Dr. Alberto D. Yazon, PhD - Laguna State Polytechnic University (LSPU), Philippines***

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Dr. Alberto D. Yazon is the Director for Quality Assurance at the Laguna State Polytechnic University (LSPU), Philippines and an Associate Professor in mathematics, statistics, and research method courses in the tertiary and graduate programs. After graduating from LSPU San Pablo with a bachelor's degree in Mathematics, Cum Laude and as a Department of Science and Technology (DOST) Scholar, he started teaching at LSPU Los Banos in 2008.

He holds a Master of Arts in Mathematics from LSPU San Pablo and a Doctor of Philosophy in Mathematics Education from Philippine Normal University – Manila. He conducted quantitative studies along motivation, self-efficacy, mathematics proficiency, work engagement, teacher and student performance, job satisfaction, assessment of learning outcomes, among others. He is an Associate Member of the National Research Council of the Philippines under the Social Science Division with one (1) patent, 51 citations, and 28 publications, five (5) of which are Scopus indexed.

***Dr. Karen Ang Manaig, EdD - Laguna State Polytechnic University (LSPU), Philippines***

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Karen Ang-Manaig holds a Doctorate in Education Major in Educational Management from the Laguna State Polytechnic University, Philippines, where as Associate Professor II, she currently serves as the Associate Dean of the College of Teacher Education.

She handles Professional Education and English Language courses for both the undergraduate and graduate programs. Her research work has figured prominently in national and international fora and has been published in international refereed and Scopus-Indexed journals, garnering multiple citations in Google Scholar and other online academic repositories. She also holds two utility model patents at Intellectual Property Office – Philippines (IPO-PHIL) for Corn Pinboard and Gluten-Free Brownies in 2018.

She had also been a visiting professor at Thai Nguyen University in Vietnam. Several teacher education books have been published under her name as author and are available at [www.amazon.com](http://www.amazon.com). Presently, she is an Editorial Board Member of the International Journal of Business and Economic Affairs and is a Peer Reviewer at International Journal on Research in STEM Education.



***Dr Dyah Nirmala Arum Janie – Universitas Semarang, Indonesia***

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Dr Dyah Nirmala Arum Janie is the Director of Scientific Publication in Semarang University Indonesia since 2018 and a member of the RSF Scientific Board since 2019. She received her PhD in 2014 from Diponegoro University, Indonesia. Three words that describe her are inquisitive, philomath and polymath. Despite her challenging daily routines as a mother of four children, she has been involved in various research in accounting, e-commerce, SMEs, computer and information system, finance, and social/organizational psychology. She holds several publications, such as in the Humanities & Social Sciences

Reviews, International Journal of Multidisciplinary Research, and Economics & Business Solutions Journal. She is very open to research opportunities from other fellow researchers and is currently seeking research partners globally.

***Dr. Arnifa Asmawi – Multimedia University, Malaysia***

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Dr Arnifa Asmawi is the Deputy Director of Strategy and Quality Assurance, Multimedia University (MMU). She oversees the implementation of university-level strategies and performance management via Balanced Scorecard. She is also a Senior Lecturer at the Faculty of Management, MMU. She received her B.A (Hons) Industrial Relations and Human Resource Management from the University of Kent, UK. She then completed her Master of Philosophy and PhD from MMU.

Dr Arnifa teaches management subjects (Research Methodology, Human Resource Management, Leadership, and Organizational Behaviour) at the undergraduate and postgraduate level. In addition, she actively supervises Phd, DBA and MPhil students. 31 MBA students have also graduated under her supervision.

Prior to her academic career, she was a strategy analyst at Telekom Research & Development Sdn. Bhd. (TMR&D), the R&D arm of Telekom Malaysia Berhad. In TMR&D, she specialised in strategic HRM and performance management (managing enterprise-level process of Balanced Scorecard and Key Performance Indicators). Her current research interest is on the organizational issues in R&D management such as R&D culture, transformational R&D leadership, high performance work practices (HPWP) and university-industry R&D alliances. She has written and published various articles in international refereed journals and conferences.

***Hon. Chester Alexis C. Buama, PhD, FRIM - Laguna State Polytechnic University, Philippines***

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Hon. Chester Alexis C. Buama, PhD, FRIM is a College Professor at Laguna State Polytechnic University under the Faculty of College of Arts and Sciences and currently serving as Regent of the LSPU Board of Regents the highest policy-making body of the university. He previously served as the College Research Coordinator and Coordinator of Curriculum, Instruction Quality Assurance, A Consultant of the Department of Education Central Office for Learning Assessment and National Trainer of the Commission on

Higher Education for General Education Courses. He is also a member of local and international organizations: he is a Fellow and Senior Member of the Royal Institute of Management and the Royal Institute of Educators, Singapore, Reading Association of the Philippines, and International English Learners Training Institute. He was a Philippine Youth Ambassador to ASEAN countries and Japan which was sponsored by the Cabinet Office of Japan and Office of the President of the Philippines in 2010. He has a master's degree in Management major in Public Administration and a Bachelor's degree in Journalism. He was conferred a Doctorate Degree in Philosophy major in Public Administration in 2016 and graduated with a Doctorate Degree in Philosophy major in Business Management in 2018. At present he is teaching Human Behavior in Organization, Social Philosophy, Principles of Management and Organization, Good Governance and Social Responsibility, Business Communication, both in the undergraduate and graduate levels. Moreover, he has actively participated in the Civic Activities of the Global Cooperation Society International, Philippine National Chapter and is often invited as resource speaker in various management, research writing, journalism and, leadership seminars. Recently, he was awarded the Ambassador Seal of Excellence for Education as Research Practitioner and as 2018 Outstanding Premier College Professor and Humanitarian Service Excellence Award by the Asia Pacific Excellence Council, Inc.

***Dr. Xin Jean Lim – Universiti Kebangsaan Malaysia***

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Dr. Xin-Jean Lim received her doctorate degree from Universiti Putra Malaysia (UPM). Currently, she worked as a lecturer in Xiamen University, Malaysia. She is also a tutor for data analysis in business research methods in UPM for postgraduate and undergraduate students. Her research interests include consumer behaviour, social media marketing, online marketing and customer relationship management. Her papers are published in Journal of Retailing and Consumer Services, Industrial Management and Data Systems, British Food Journal, Marketing Intelligence and Planning, Young Consumers and Asia Pacific Journal of Marketing and Logistics.

***Dr. Mageswari Ranjanthran – Sunway University, Malaysia***

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Dr Mageswari Ranjanthran is a professional marketer with significant experience in leading corporate marketing and internal communications for multimillion-dollar companies across diverse industries for several years before she chooses to enter the academia. She is experienced in academic and consultancy research, from the development of the new ideas to problem-solving, conceptual and content development with a competitive advantage. She has a proven ability in leading record-high marketing campaign response rates and had executed successful product launches. She has over a decade lecturing experience, mainly in the areas of tourism, innovation and marketing-related subjects. Dr Mageswari had obtained interdisciplinary degrees in Communication, Tourism Development and Tourism Planning/ Sustainable Tourism Development, and conducted research for her PhD in revisit intention of European tourist to visit Malaysia focused on the holistic image of Malaysia from psychological aspects of European tourists and environmental quality with experience in mediating effects. Presently, her research interest focuses on tourism marketing, holistic well-being, healthy ageing and small-scale sports events tourism. She is a certified trainer for Global e-commerce Talent (GET) from Alibaba Business School. Currently, she is pursuing her Master's in Postgraduate Certificate in Academic Practice from Lancaster University. She is the Principal Researcher for Healthy Ageing and part of the academic research team for Future Cities Research Institute with Lancaster University.

***Ms. Ma Arra B. Santos - Marikina Polytechnic College, Philippines***

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Ma. Arra B. Santos is currently the Director of the Research and Development Office for Marikina Polytechnic College for four years. She holds a Bachelor of Science in Biology from University of the Philippines-Baguio and Master's Degree in Science Education from Marikina Polytechnic College. She is currently taking her Doctor of Philosophy in Biology Education at University of the Philippines- Diliman. She is a licensed Professional Teacher and serving as an educator for more than ten years. She is able to publish an activity manual for Disaster Readiness and Risk Reduction. She is able to take part in several training and workshops relevant to environmental and occupational safety and health. She is also able to organized several research training and conferences for faculty and students.

### ***Dr. Oktoviano Gandhi – Alva Energi, Indonesia***

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A prolific academic, a hands-on engineer, and a tenacious entrepreneur, Oktoviano Gandhi is the go-to person for issues related to Solar Energy and Power System.

On the research front, Okto has worked on the engineering aspects of solar cells and modules, all the way to analysing policies' impact on energy intensity. His scientific works have resulted in more than twenty international publications. Okto has also held positions in many top universities across the world, namely Yonsei University in South Korea, University of Sao Paulo in Brazil, Tsinghua University in China, and National University of Singapore in Singapore.

Okto is the editor of “Sustainable Energy Solution for Remote Areas in the Tropics”, a book published by Springer Nature under the series Green Energy and Technology.

Through Alva Energi, which he co-founded, Okto is channeling his expertise in solar energy, rural electrification, electricity grid planning, and energy policy to promote renewable energy development in Indonesia and Southeast Asia. His works and achievements have been recognised internationally: he was selected to be part of Global Young Scientists Summit, Leader of Tomorrow at St. Gallen Symposium, BP Advancing Energy Scholar, and One Young World Ambassador. Okto was featured in Vanity Fair 2020 Global Goals List, representing SDG7: Ensure access to affordable, reliable, sustainable and modern energy for all.

Living in a permanent beta, Okto is always looking for opportunities to grow his expertise and impact both within and outside the Power and Energy industry.

### ***Dr. Jennifer H. Operio, LPT – Holy Angel University, Philippines***

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A holder of doctorate degree in Business Administration from one of the leading universities in the Philippines and a licensed professional teacher. She is an educator with more than 23 years of teaching experience to undergraduate and graduate students in different universities in the country and abroad. As an administrator she re-engineered and revolutionized the entire business department towards better academic performance of an extended campus of one university in the country. She also established functional procedures and linked the department to an international practicum exposure.

As a Head of Department in an international university, she became the “brainchild” of two community projects. Before joining the academe, she held various positions in several industries as Financial Accountant, Bookkeeper, Internal Auditor, Junior Business Analyst of a leading bank and Executive Secretary.

***Dr. Jain Yassin - Faculty of Business Management, UiTM Sabah Branch, Malaysia***

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Dr. Jain Yassin is a Senior Lecturer at Faculty of Business and Management, Universiti Teknologi Mara, Kota Kinabalu, Sabah. He received his Ph.D. in economics planning and Development from Universiti Malaysia Sabah (UMS). His research interest includes environment-economy nexus, natural resources economics, rural people and rural economic development, and sustainable development. Some of his most recent publications include Macroeconomic Factors and Renewable Energy Consumption in

ASEAN Countries: A Dynamic Heterogeneous Panel Approach. His current research engagement is on Localising SDGs in parliamentary constituencies under All-Parliamentary Parties Group Malaysia (APPGM). He has also been invited as speaker for in several international round table. His work brought him several distinctive awards including the Best Paper Awards and Research Excellence Awards.

***Dr. Sharifah Nurafizah Syed Annuar - Universiti Teknologi MARA Sabah Branch, Malaysia***

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Dr Sharifah Nurafizah Syed Annuar is a senior marketing lecturer in the Faculty of Business and Management in Universiti Teknologi MARA Sabah Branch. She is currently holding the position of Deputy Rector at Research, Industry Linkages, Community and Alumni Network Division in Universiti Teknologi MARA Sabah Branch. Her research interests are marketing communications, social and health marketing, digital marketing and entrepreneurship. She has involved in various research projects such as Kajian Impak 20 Tahun UiTM and Community

Wellbeing Research with Lembaga Penduduk dan Pembangunan Keluarga Negara (LPPKN). In addition, her other consultancies are giving motivational talks to primary and secondary schools in Sabah, providing training for entrepreneurs and to name a few. Being a deputy rector, most of her tasks involving meeting new people in the industries and create collaborations for the benefits of the university. As for now, she has three PhD students, two Doctorate of Business Administration (DBA) students and five Master by Research students under her supervision.



***Mr. Arnel G. Perez - Mabalacat City College, Philippines***

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Mr. Perez is a graduate of Bachelor of Arts major in Psychology at the University of the Assumption in 2001 and earned his Master of Science in Psychology at the Holy Angel University in 2014. Prior to his MS in Psychology, he likewise finished the academic requirements in Master of Arts in Guidance and Counseling at the Holy Angel University. Currently, he is pursuing his doctorate degree, Doctor of Philosophy in Psychology in the same university. As a psychology graduate, he started his career as a Guidance Counselor at the Holy Family Academy in 2005 and at Holy Angel University in 2006. He started his teaching profession as a College Instructor at System Plus College Foundation in 2007 and he got affiliated at Mabalacat City College in 2010, where he became active in research - he was twice awarded Lector Magnificus and twice awarded best thesis adviser. Presently, he is an active member of the Humanities, Social Science, and Communication (HUSOCOM), Pambansang Samahan ng Sikolohiyang Pilipino (PSSP), and Pampanga Research Education Organization (PREO). Recently, he was designated as Internal Auditor in Area VIII, Library during the mock accreditation, and focal person in Area VI, Community Extension Services.

***Dr. Rasmitadila – Universitas Djuanda, Indonesia***

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Lecturer and Researcher of Elementary School Teacher Education of Universitas Djuanda, Bogor, Indonesia. The subject of Research is Inclusive Education in Elementary School. Research Grants from The Ministry of Education and Culture of Republic Indonesia, such as: Sandwich-Like Program in Kentucky University, USA (2016); Doctoral dissertation (2018); Short Course of Social Science and Humaniora in Leiden University (2019); Superior Applied Research of Higher Education (PTUPT) (2019-2021).

Current Research: Instructional Strategy Model Based-On the Brain Natural Learning Systems in Inclusive Elementary School. Model of Assistance program of inclusive elementary schools based on university-school collaborative partnership (2021-2023). Social Entrepreneurship Program as Founder of Graha Inklusif as a part of Foundation of Edukasi Rumah Inklusif (2020).



***Mrs. Vicka Kharisma - Tokyo Institute of Technology, Japan***

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Vicka Kharisma is a researcher focusing on sustainability, food insecurity issues, and food-related topics. Her work is highly multidisciplinary, lying at the intersection of food security and development issues, and aims at tackling key policy issues in the context of low and middle-income countries. Vicka obtained her Ph.D. in Transdisciplinary Science and Engineering from Tokyo Institute of Technology, where she focused on food insecurity, poverty, and subjective well-being in developing countries. During her doctoral studies, she and her team were awarded a bio-char energy project in Nepal by the Coca-Cola foundation. She also became the representative for joining the IDEA League in ETH-Zurich and the IMF Macroeconomist program. Vicka is the managing editor of **Inclusive Society and Sustainability Studies (ISSUES)** journal and actively joins as scientific writing facilitator at RSI (Research Energy Institute), academic reviewer of F1000 Journal and Journal of Hunger & Environmental Nutrition (Taylor & Francis).

***Assistant Professor Araceli C. Suyat - Quezon City University, Philippines***

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With more than three (3) decades of Tertiary Education experience, Asst Prof. Suyat is presently connected with Quezon City University as the Dean of College of Education and concurrently the Chairperson of the Social Sciences and Philosophy Department. She says, “teaching is my cup of tea.”

She’s a Social Scientist whose experience is in the field of justice system, women empowerment, Gender Awareness and Sensitivity. She has written manuals in Ancient Civilization, Rizal Course, and Contemporary World. Her interest in the Millennium Development Goals and its superseding Sustainable Development Goals has given her impetus to join this field of research as Session Chair.

A Candidate in Doctor of Education major in Industrial Educational Management at the Technological University of the Philippines, she has an impending research work on Technological Content Knowledge and its implication to Learning Modalities in QCU.

***Ms. Ailene B. Orpiano - Universidad De Manila, Philippines***

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Ailene B. Orpiano, MPH, PTRP is a registered Physical Therapist and a faculty member of the College of Health Sciences who teaches PT professional courses to undergraduate students at Universidad De Manila (UDM), Philippines. She is currently the Research Chair of the University Research Office and a member of the UDM Board of Discipline. She is also member of the Philippine Physical Therapy Association (PPTA), APCORE, and Microsoft Innovative Educator. A former University Extension Head and a former Dean of the College of Physical Therapy. Her research interests are teaching and learning, environmental and occupational health as well as evidenced -based PT practice. Ms. Orpiano earned her Master of Public Health at Angeles University Foundation (AUF) and currently pursuing a Doctor of Public Health (DrPH) with a specialization in Health Management.

***Prof. Joseph Mercado - Universidad De Manila, Philippines***

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Dr. Joseph Mercado is a Professorial Lecturer IV at the Universidad De Manila. He is also a former Vice President for Research, Extension Planning, and Development at the Polytechnic University of the Philippines, as well as the Dean of the College of Science at the same institution. He holds a Ph.D. in Criminology from the Philippine College of Criminology, a Doctorate in Educational Management, a Master in Applied Statistics, and a Bachelor in Applied Statistics from the Polytechnic University of the Philippines. His research expertise, particularly in statistics, is his area of specialization. He also served as the panellist and statisticians in undergraduate and Graduate programs. He has a number of papers published in Scopus journals and peer-reviewed journals.

***Assoc. Prof. Randel D. Estacio - Quezon City University, Philippines***

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Currently the Campus Director of Quezon City University (QCU) – Batasan Satellite Campus, Quezon City, Philippines and holds Assistant Professor I rank.

Finished Bachelor of Science in Education (BSc.) major in General Science (Cum laude) in 2006 and Master of Arts in Teaching Science (MAT-Sci.) in 2015 from Eulogio “Amang” Rodriguez Institute of Science and Technology (EARIST) - Manila.

In 2017, Assoc. Prof. Estacio finished his second master’s degree, Master of Science in Biology (M.Sc. Bio) from the Ateneo de Manila University under the CHED Faculty Development Scholarship Program. At present, Assoc. Prof. Estacio is on his dissertation writing to finish his Doctor of Philosophy (Ph.D.) in Development Education degree at Central Luzon State University (CLSU), Nueva Ecija, Philippines.

His research interests focus on Science Education, development of Instructional Materials and Assessment of Learning Tools, Coleoptera, and Odonata Fauna and Conservation. He attended various local and international trainings, seminars, and conferences to enhance his teaching, scientific, and research skills.

***Assistant Professor Christine A. Del Rosario - Polytechnic University of the Philippines***

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A full-time faculty member at the College of Education handling English major courses, Assistant Professor Del Rosario is also a Faculty Assistant at the Office of the Vice President for Academic Affairs at the Polytechnic University of the Philippines. She has been member of several research teams that produced outputs for the University as well as for other agencies in the Philippines. Her research interests include language teaching, reading, and educational issues and trends.

# CONFERENCE PROGRAM

Wednesday, September 8<sup>th</sup>, 2021

<i>Time (UTC+7)</i>	<i>Dur'</i>	<i>Activity</i>
<b>Main Room</b>		Join Zoom Meeting <a href="https://us06web.zoom.us/j/85684906363?pwd=VVdmR3diZklxaTE0RjBEM2hON0R2dz09">https://us06web.zoom.us/j/85684906363?pwd=VVdmR3diZklxaTE0RjBEM2hON0R2dz09</a>  Meeting ID: 856 8490 6363 Passcode: 5thicps
7:50 - 8:00	0:10	<b>Participant Login and Join Virtual Conference by ZOOM</b>
8:00 - 8:10	0:10	Welcome Address and Conference Publication Announcement by MC
8:10 - 8:20	0:10	<b>Welcome Remarks and Introduction of 5th ICPS 2021</b> Dr. Nuri Herachwati, Dra., Ec., M.Si., M.Sc Conference Chair of 5th ICPS; Human Resources Development of Postgraduate School Universitas Airlangga
8:20 - 8:30	0:10	<b>Opening Speech</b> Prof. Badri Munir Sukoco, MBA., Ph.D Director of Postgraduate School Universitas Airlangga
8:30 - 8:40	0:10	<b>Opening Speech</b> Prof. Dr. Mohammad Nasih, SE., M.T., Ak., CMA Rector of Universitas Airlangga
8:30 - 8:40	0:10	<b>Global Research Ecosystem Introduction</b> Dr. Hendrati Dwi Mulyaningsih Founder & Chairman of Research Synergy Foundation
8:40 - 8:50	0:10	Token of Appreciation for VVIP Representative and Co-Host of 5th ICPS

<b>Time (UTC+7)</b>	<b>Dur'</b>	<b>Activity</b>
8:50 - 8:55	0:05	E-Group Photo
8:55 - 9:00	0:05	Announcement of Parallel Presentation Session
9:00 - 9:10	0:10	Preparation for Online Parallel Presentation Session
<b>Parallel Room</b>		<b>Online Presentation Day 1</b> Breakout Room 1, Room 2, and Room 3
9:10 - 9:15	0:05	<b>Session Chair Introduction:</b> Breakout Room 1 Session 1: Dr. Silvia C. Ambag & Mrs. Vicka Kharisma Breakout Room 2 Session 1: Dr. Jennifer H. Operio, LPT & Dr. Jain Yassin Breakout Room 3 Session 1: Dr. Xin Jean Lim & Assoc. Prof. Randel D. Estacio
9:15 - 11:45	2:30	<b>Online Parallel Presentation Session 1</b> 10 presenters - 15 minutes each
11:45 - 11:55	0:10	<b>Appreciation Moment</b> Presenters
11:55 - 12:55	1:00	Break
12:55 - 13:00	0:05	<b>Session Chair Introduction</b> Breakout Room 1 Session 2: Dr. Sheryl H. Ramirez & Dr. Abdul Aziz Lai Bin Mohd Fikri Lai Breakout Room 2 Session 2: Dr. Sharifah Nurafizah Syed Annuar & Mr. Arnel G. Perez Breakout Room 3 Session 2: Dr. Rasmitadila & Ms. Ailene B. Orpiano
13:00 - 15:15	2:15	<b>Online Parallel Presentation Session 2</b> 9 presenters - 15 minutes each
15:15 - 15:25	0:10	<b>Appreciation Moment</b> Presenters
15:25 - 15:35	0:10	<b>Testimonial and Post-conference information announcement</b>

<i>Time (UTC+7)</i>	<i>Dur'</i>	<i>Activity</i>
<b>Main Room</b>		Join Zoom Meeting <a href="https://us06web.zoom.us/j/85684906363?pwd=VVdmR3diZkIxaTE0RjBEM2hON0R2dz09">https://us06web.zoom.us/j/85684906363?pwd=VVdmR3diZkIxaTE0RjBEM2hON0R2dz09</a>  Meeting ID: 856 8490 6363 Passcode: 5thicps
15:35    15:50	0:15	Short break and preparation for closing
15:50 - 16:00	0:10	<b>Awarding Ceremony:</b> Best Presentation Session Chair
16:00 - 16:05	0:05	<b>Closing of 5th ICPS Day 1</b> Dr. Suparto Wijoyo, S.H., M. Hum.

Day 1	Wednesday, 08 September 2021	
Room 1		
Session 1	9:15 - 11:45	
Session Chair: Dr. Silvia C. Ambag & Mrs. Vicka Kharisma		
Track Economics		
Paper ID	Presenter	Paper Title
IPS-8111	Nadya	Financial Market Data Versus Accounting Data: Persistent Patterns in Explaining Stock Returns in the Indonesian Capital Market during the Covid-19 Pandemic
IPS-8122	Roikhan Mochamad Aziz	E-Service Quality Influence to Trust and Satisfaction by Mobile Banking in Bank Syariah Indonesia
IPS-8132	Riris Aishah Prasetyowati	Financial Repression and Inequality towards Economic Growth during the Pandemic in Indonesia
IPS-8133	Supitriyani	Analysis of Financial Distress in Measuring Bankruptcy Before and After the Covid-19 Pandemic
IPS-8140	Juniato Sidauruk	The First Android Based Sharia Fintech Innovation in Indonesia to Increase Inclusive and Literate on Society's Finance
Track Human Resources Management		
Paper ID	Presenter	Paper Title
IPS-8107	Cherly Kemala Ulfa	Linking Transformational Leadership, Organisational Climate, and Organisational Trust with Innovative Work Behavior
IPS-8113	Evrillia Silvia Ningrum	The Development of Kindergarten Teacher's Personality Through Knowledge Sharing during the Covid-19 Pandemic
IPS-8114	Bagus Dwi Prasetiyo	Analysis of the Change Management Phase in Start-Ups of UNAIR Business Incubators during the Covid-19 Pandemic
IPS-8116	Haris Budiyono	Knowledge Sharing Behavior Shaped by Organizational Climate, Social Network, Perception, and Achievement Motivation
IPS-8117	Hartoyo	Analysis of the Leadership Patterns Effectiveness in Encouraging the Performance of Members of East Java Province Regional House of Representatives of: Through Increasing Motivation and Integrity

**Session 2 13:00 - 15:15**

**Session Chair: Dr. Sheryl H. Ramirez & Dr. Abdul Aziz Lai Bin Mohd Fikri Lai**

<b>Track Economics</b>		
Paper ID	Presenter	Paper Title
IPS-8193	Sri Hidayati	The Influence of Capitalizing Social Capital, Digital Technology Access, and Financial Literacy of Millennials Women Micro Entrepreneurs to their Business Performance
IPS-8204	Sofyan Rizal	Zakat and Islamic Financing Instruments and their Impact on Indonesia's Economic Growth
IPS-8220	Budi Septiawan	Analysis of Factors Affecting Use Behaviour of Mobile Banking Service: An Evidence from Indonesia
IPS-8221	Mujannah	Effect of Tax Incentives and Non-Tax Incentives to Profit Management in LQ45 Company Registered IDX
IPS-8222	Ni Nyoman Ari Novarini	The Effect of Transformational Leadership to Employee Performance With Intrinsic Motivation as a Mediation at GWK Bali
<b>Track Management</b>		
Paper ID	Presenter	Paper Title
IPS-8141	Krishna Adhya Nirwana	Price Discount Segmentation using Cluster Analysis for Automotive Dealership in Indonesia
IPS-8145	Heni Rahayu Rahmawati	Antecedents of Impulsive Buying Behavior and Its Implication on Customer Satisfaction of Fashion Products
IPS-8156	Wahyu Budiyanto -	The Role of Initiating Internalization of Talent Management on Employee Quality at Director General of Customs and Excise (DJBC) in the Post Pandemic-Time
IPS-8181	Titi Dewi Warninda	Peer-Effect on the Capital Structure Decisions of the Construction and Building Sector Companies Listed on the Indonesian Stock Exchange
IPS-8250	Vegalyra Novantini Samodra	The Influence of Transformational Leadership, Employee Engagement, and Work Stress to Organizational Commitment House of Representative of Indonesia Republic (DPR RI) Experts



<b>Day 1</b>	<b>Wednesday, 08 September 2021</b>	
<b>Room 2</b>		
<b>Session 1</b>	<b>9:15 - 11:45</b>	
<b>Session Chair: Dr. Jennifer H. Operio, LPT &amp; Dr. Jain Yassin</b>		
<b>Track Economics</b>		
<i>Paper ID</i>	<i>Presenter</i>	<i>Paper Title</i>
IPS-8142	Maryam Nadir	The Effect of Financial Literacy, Locus of Control and Income on Financial Behavior on Young Entrepreneurs at Mulawarman University
IPS-8143	Herry Ramadhani	Investment Type Decision Based on Demographic Factors on Muslim Investors in Samarinda City
IPS-8157	Nur Hidayah	Are Sharia Financing Schemes Profitable? The Case of Islamic Rural Banks in Indonesia
IPS-8161	Dahnar Muhammad	The Analysis of "K" Index Amount Policy to Increase the Profits of Oil Palm Farmers and Entrepreneurs in Banjarmasin, South Kalimantan.
IPS-8188	Najwa Khairina	Digitalization and Financial Industry Performance during Pandemic in Indonesia
<b>Track Human Resources Management</b>		
<i>Paper ID</i>	<i>Presenter</i>	<i>Paper Title</i>
IPS-8119	Ajun Karim	Environmental Professionalism Based on Concept Value Creation for Employees PT PLN (Persero)
IPS-8123	Setia Hadi Pramudi	Performance Model and Quality of Worklife Reviewing from Mastering Technical Competence and Safety Culture Aspects on Automatic Train Operators Millennial Generation
IPS-8124	Tundung Subali Patma	Improved Employee Performance through Transglobal Leadership, Organizational Support and Work Engagement
IPS-8125	Hendro Puspito	Identification of Capability, Anxiety and Resilience on CEO's Transformational Leadership
IPS-8128	Haruddin	Negative Impact of Health Insurance Fraud in Hospitals

<b>Session 2      13:00 - 15:15</b>		
<b>Session Chair: Dr. Sharifah Nurafizah Syed Annuar &amp; Mr. Arnel G. Perez</b>		
<b>Track Human Resources Management</b>		
Paper ID	Presenter	Paper Title
IPS-8130	Rian Pramana Suwanda	How Anxious! Discomfort in the Organizational Change of the Newly Elected Mayor.
IPS-8134	Hery Pandapotan Silitonga	Reviewing the Human Capital Performance Stimulants of Private Employees in Indonesia: The Role of Job Satisfaction as a Mediator
IPS-8135	Ady Inrawan	Predictors Affecting Millennial Generation Work Satisfaction in Pematangsiantar City
IPS-8138	Noripansyah	Systematic Literature Review: The Impact of Work From Home on the Performance of Government Employee (ASN) during Coronavirus Period
IPS-8144	Nikita Athari Lanes	Comparison of Intergenerational Employee Professionalism at the Faculty of Vocational Studies Universitas Airlangga in Pandemic Covid-19 Era
IPS-8146	Nanang Samodra	The Influence of Managerial Effectiveness, Work Environment, and Trust to Quality of Work of Experts, Member of the Parliament (DPR RI)
IPS-8147	Cahya Putrie Hijriyana	Personality Development of Millennial Employees by using the 'Mindfulness E-Learning' Training Model at PT. Oriental Royal
IPS-8248	Nahar Ependi Hutagalung	The Effect of Organizational Culture, Transformational Leadership, and Job Satisfaction on Organizational Commitment Public Appraiser at Public Appraisal Service Office in Jakarta
<b>Track Management</b>		
Paper ID	Presenter	Paper Title
IPS-8189	Murdiyah Hayati	The Role of Shariah Microfinance Institutions in Poverty Alleviation: Evidence from Shariah Rural Banks in Indonesia
IPS-8195	Ali Mohammad Rezza	Digital Payment Adoption in Indonesia

<b>Day 1</b>	<b>Wednesday, 08 September 2021</b>	
<b>Room 3</b>		
<b>Session 1</b>	<b>9:15 - 11:45</b>	
<b>Session Chair: Dr. Xin Jean Lim &amp; Assoc. Prof. Randel D. Estacio</b>		
<b>Track Human Resources Management</b>		
<i>Paper ID</i>	<i>Presenter</i>	<i>Paper Title</i>
IPS-8178	Suwandi	Student Needs during the Covid-19 Pandemic Based on Abraham Maslow Theory
IPS-8183	Gebrina Ayu Nastiti	The Effect of Job Demand on Turnover Intention with Job Burnout as a Mediating Variable at Head Office PT. Bank XYZ
IPS-8184	Erini Junita Sari	The Influence of Personality, Emotional Intelligence, & Job Burnout towards Turnover Intention on the Employees of PT. Banjarmasin Bangkit
IPS-8185	Jovi Sulistiawan	Distrust, Complexity of Knowledge, Task-Relatedness and Task Performance: The Role of Knowledge Hiding
<b>Track Management</b>		
<i>Paper ID</i>	<i>Presenter</i>	<i>Paper Title</i>
IPS-8101	Adieb Mursyada	Sukuk Performance using Comparison of Return and Risk Through Calculation of Market Price and Fair Price
IPS-8102	Agustinus Hariadi-DP	Improving Medium Small Micro (MSME) Enterprise Performance (Case Study in Bukittinggi)
IPS-8103	Yayuk Yuliana	Sustainable Ecology: Problems and the Perspective of Ecosystems in Tangkahan
<b>Track Business</b>		
<i>Paper ID</i>	<i>Presenter</i>	<i>Paper Title</i>
IPS-8136	Acai Sudirman	Determinants of Mobile Game Service Adoption in Generation Z and Millennials in Indonesia
IPS-8163	Andy Wijaya	Purchase Intention of Grooming Products: The Value-Attitude-Behaviour (VAB) Model
IPS-8165	Sisca	What do Consumers Really Want? Online Vs Offline Shopping for Fashion Products

<b>Session 2      13:00 - 15:15</b>		
<b>Session Chair: Dr. Rasmitadila &amp; Ms. Ailene B. Orpiano</b>		
<b>Track Human Resources Management</b>		
Paper ID	Presenter	Paper Title
IPS-8148	Airlangga Justitia	Professionalism Development of Innovative Advocates in the Perspective of Legal Development in Indonesia
IPS-8152	Sukron Ma'mun	Competency Development Salt Farmers Skills in Pademawu Sub-District, Pamekasan Regency
IPS-8153	Eko Iskandar	Paradox Between Welfare and Professionalism in Indonesian National Police
IPS-8154	Chamdani	The Effect of Training, Rewards, and Teamwork on Employee Creativity at PT Smelting
IPS-8155	Wiwit Adisatria	Social Capital Development of Bhayangkara Fostering Public Security and Order of Indonesian National Police to Improve Internal Organization Capability
IPS-8158	Sendy Ayu Mitra Uktutias	Increasing the Organizational Commitment through Employee Job Satisfaction
IPS-8160	Dhyno Indra Setyadi	The Influence of Self Determination Theory on Member Performance in Public Service of Gresik Resort Police
IPS-8105	Julio Lino Tilman	Analysis of Community Competence Development in Improving Lives through Small and Medium Enterprise Investment in the Pandemic Era in East Timor
<b>Track Management</b>		
Paper ID	Presenter	Paper Title
IPS-8196	Katharina Priyatiningsih	Coopetition Strategy in Property Business – A Case Study on Corporations of Regional Real Estate Association
IPS-8203	Kurniawan Aji Prabowo	Corporate Social Responsibility (CSR) during COVID-19 Pandemic: The Implementation from Unicorn Companies

## Thursday, September 9<sup>th</sup>, 2021

<i>Time (UTC+7)</i>	<i>Dur'</i>	<i>Activity</i>
<b>Main Room</b>		Join Zoom Meeting <a href="https://us06web.zoom.us/j/85684906363?pwd=VVdmR3diZklxaTE0RjBEM2hON0R2dz09">https://us06web.zoom.us/j/85684906363?pwd=VVdmR3diZklxaTE0RjBEM2hON0R2dz09</a>  Meeting ID: 856 8490 6363 Passcode: 5thicps
7:50 - 8:00	0:10	<b>Participant Login and Join Virtual Conference by ZOOM</b>
8:00 - 8:10	0:10	Welcome Address and Conference Publication Announcement by MC
8:10 - 8:20	0:10	<b>Welcome Remarks of 5th ICPS Day 2</b> Dr. Rudi Purwono, SE., M. SE.
8:20 - 8:25	0:05	E-Group Photo
8:25 - 8:30	0:05	Announcement of Parallel Presentation Session
8:30 - 8:40	0:10	Preparation for Online Parallel Presentation Session
<b>Parallel Room</b>		<b>Online Presentation Day 2</b> Breakout Room 1, Room 2, and Room 3
8:40 - 8:45	0:05	<b>Session Chair Introduction:</b> Breakout Room 1 Session 1: Prof. Joseph Mercado & Dr. Rovenia I. Dellova Breakout Room 2 Session 1: Dr. Alberto D. Yazon & Assistant Professor Christine A. Del Rosario Breakout Room 3 Session 1: Dr. Karen Ang Manaig & Dr. Dyah Nirmala Arum Janie
8:45 - 11:45	3:00	<b>Online Parallel Presentation Session 1</b> 12 presenters - 15 minutes each

<b>Time (UTC+7)</b>	<b>Dur'</b>	<b>Activity</b>
11:45 - 11:55	0:10	<b>Appreciation Moment</b> Presenters
11:55 - 12:55	1:00	Break
12:55 - 13:00	0:05	<b>Session Chair Introduction</b> Breakout Room 1 Session 2: Dr. Arnifa Asmawi & Dr. Chester Alexis C. Buama Breakout Room 2 Session 2: Dr. Oktoviano Gandhi & Assistant Professor Araceli C. Suyat Breakout Room 3 Session 2: Dr. Mageswari Ranjanthran & Ms. Ma Arra B. Santos
13:00 - 15:15	2:15	<b>Online Parallel Presentation Session 2</b> 9 presenters - 15 minutes each
15:15 - 15:25	0:10	<b>Appreciation Moment</b> Presenters
15:25 - 15:35	0:10	<b>Testimonial and Post-conference information announcement</b>
<b>Main Room</b>		
15:35 - 15:50	0:15	Short break and preparation for closing
15:50 - 16:00	0:10	<b>Awarding Ceremony:</b> Best Presentation Session Chair Best Paper
16:00 - 16:05	0:05	<b>Closing Ceremony</b> Prof. Dr. Rr. Sri Pantja Madyawati, drh., M. Si.

<b>Day 2</b>	<b>Thursday, 09 September 2021</b>	
<b>Room 1</b>		
<b>Session 1</b>	<b>8:15 - 11:45</b>	
<b>Session Chair: Prof. Joseph Mercado &amp; Dr. Rovena I. Dellova</b>		
<b>Track Human Resources Management</b>		
Paper ID	Presenter	Paper Title
IPS-8162	Dirga Lestari	Does Performance Affected by Person-Job Fit, Organizational Commitment and OCB?
IPS-8164	Erbin Chandra	The Impact of Transformational Leadership on Voice Behavior in Walubi Pematangsiantar
IPS-8168	Sonny Wijaya	Analysis of Employee Strikes Due to Collective Labor Agreement (CLA) Negotiation Related to Quality of Human Resources and Transformational Leadership (Case Study at PT. Smelting – Gresik)
IPS-8169	Hari Purnama	Wastraloka Handicrafts as a Study of the Cultural and Creative Economy in Developing Human Resources
IPS-8172	Firdaus Fanani	Analysis of Ability to Use Information Technology and Information Technology Security Awareness to Employees' Productivity in Pandemic Times with Work From Home Schedule
IPS-8173	Reni Astuti	The Behavioral Patterns of Surabaya Millennial Workers Facing New Normalities Amid the COVID-19 Pandemic and Their HR Development
IPS-8175	Fathurrozi Wali Z.	OCB-based Personality Development on Fresh Graduate by Implementing Management Trainee Program
IPS-8176	Busrul Iman	The Impact of Organizational Political Perceptions on Performance, Career Development, and Organizational Commitment at Regional Development Bank Jatim
IPS-8177	Arief Fitrianto	Impact of Talent Management in Human Resources Development of Indonesian National Police (POLRI) on Employee Performance and Employee Engagement
<b>Track Immunology</b>		
Paper ID	Presenter	Paper Title
IPS-8139	Roni Handayani	Convalescent Plasma Signals Immunotherapy Efficacy for COVID-19
IPS-8174	Faruk Rokhman Ardi Putra	Cytotoxic and Apoptotic Induction Activity of Protein Isolated from Blood Clam (Anadara (Tegillarca) Granosa, Linnaeus 1758) Against Breast Cancer T47d Cell Line
<b>Track Forensic Developmental Psychology</b>		
Paper ID	Presenter	Paper Title
IPS-8229	Nurul Faiza	Relationship between Childhood Trauma and Criminal Behavior: A Literature Review

<b>Session 2      13:00 - 15:15</b>		
<b>Session Chair: Dr. Arnifa Asmawi &amp; Dr. Chester Alexis C. Buama</b>		
<b>Track Creative Industries</b>		
Paper ID	Presenter	Paper Title
IPS-8197	Dina Septiani, PhD	Customer Knowledge Management in Creative Industries Digital Transformation – The Adoption of E-Commerce and Marketplace Platform for SMEs in Surabaya - Indonesia during Pandemic - Covid 19
<b>Track Data Analytic</b>		
Paper ID	Presenter	Paper Title
IPS-8171	Nania Nuzulita	Designing a Mobile Communication Therapy Application for Children with Language Disorders
<b>Track Human Resources Management</b>		
Paper ID	Presenter	Paper Title
IPS-8205	Dudi Iskandar	Input Evaluation on Human Resource Management (Case Study: Permanent Nursery Program at Watershed Management Center and Protected Forest Citarum & Citanduy)
IPS-8208	Rizki Tri Pamungkas	Analysis of the Effect of Partnerships with Educational Institutions on Company Performance: Study Objects of PT PJB
IPS-8210	Darwin Lie	Antecedents and Consequences of Employee Job Satisfaction in Indonesia
IPS-8212	Dito Herrys Dika Putra	Influence of Training and Morale to Productivity of Work Members of Paspampres in Group A
IPS-8216	Imam Danu Pranoto	Development of General Functional Civil Servant Competency Model Group III Non Job (Executor) in Kodiklatal
IPS-8217	Rida Melinda	The Effect of Compensation on Performance with Job Satisfaction as Intervening Variable at PT. Transmarga Jatim Pasuruan
IPS-8219	Adriana Madya Marampa	Clan Culture Mediated Convenantal Knowledge Sharing to Increase MSME Performance



Day 2	Thursday, 09 September 2021	
Room 2		
Session 1	8:15 - 11:45	
Session Chair: Dr. Alberto D. Yazon & Assistant Professor Christine A. Del Rosario		
Track Human Resources Management		
Paper ID	Presenter	Paper Title
IPS-8187	Agnes Sukasni	The Role of Principal in Strengthening Character Education in Schools
IPS-8199	Afifa Putri Ratna Sari	Problematic of Boomer Generation Teacher Competence Development through PKB Program during the Covid-19 Pandemic
IPS-8201	Firda Rizqy Amalia	SIM PAUD Application Training in Improving Teacher IT Skills at PPT Permata Hati Bendul Merisi Wonocolo District
IPS-8202	Kartika Ayuningtiyas	Smart Personality Development Model in Software Developer
Track Management		
Paper ID	Presenter	Paper Title
IPS-8206	Tika Annisa Lestari Koeswandi	What is the Best Digital Marketing Strategy Design for MSMEs in Covid-19 Era?
IPS-8207	Antonius Sony Eko Nugroho	Research Trend of Digital Innovation in Banking: A Bibliometric Analysis
IPS-8213	Zainal Ilmi	Family Business in Indonesia: are There Strengths and Weaknesses?
Track Economics		
Paper ID	Presenter	Paper Title
IPS-8225	Diamantin Rohadatul Aisy	Optimizing Tabaru' Funds in Sharia Insurance by Digital Donation-Based Crowdfunding
IPS-8226	Darmawati Muhtar	Relationships between Profitability and Firm Value of Manufacturing Companies in Indonesia: The Quantile Regression Approach
IPS-8227	Purwadi Purwadi	“Retail Direct Order” to Support Logistics Management during the Covid-19 Crisis
IPS-8235	Murtianingsih	Batik SMEs in East Java Indonesia: Interrelationship between Personal Value and Management Skills towards SMEs Performance in the New Normal Era
IPS-8240	Nelly Ervina	The Effect of Leverage and Company Size on Profitability That Impact on Company Value Registered in Jakarta Islamic Index (JII)

**Session 2**    **13:00 - 15:15**

**Session Chair: Dr. Oktoviano Gandhi & Assistant Professor Araceli C. Suyat**

**Track Women Empowerment**

Paper ID	Presenter	Paper Title
IPS-8192	Penny Handayani	Dual Role Conflict and Social Support on the Performance of Women Entrepreneurs with Disabilities during the Covid-19 Pandemic (An Initial Research).
IPS-8215	Rizqi Nurul Inayah	SWPER Index Analysis: The Importance of Empowering Women and Child Nutrition in a Pandemic Situation in Indonesia

**Track Management**

Paper ID	Presenter	Paper Title
IPS-8218	Gusti Noorlitaria Achmad	Influence of Brand Image, Price, Quality Product, Promotion and Country of Origin on Purchase Decision on Korea Skincare Consumers
IPS-8228	Ike Purnamasari	There is Crowd? Exploring the Islamic Crowd-Investing for Halal Value Chain & Marketing System in Agriculture Sector in Indonesia
IPS-8234	Rahmawati Rahmawati	Experience Quality as the Key to Successful Halal Tourism Development
IPS-8242	Musdalifah Azis	Liquidity and Market Timing to Sharia Fixed Income Mutual Fund Performance: Evidence from Indonesia

**Track Immunology**

Paper ID	Presenter	Paper Title
IPS-8211	Gustiadi Saputra	Differences in Hematocrit Results using EDTA Anticoagulants and (Aegiceras Corniculatum) Mangrove Stem Extracts
IPS-8230	Estu Sami Asih	The Vaccines Types Comparison in the COVID-19 Vaccination Program

**Track Economics**

Paper ID	Presenter	Paper Title
IPS-8244	Sunaryono	Supply Chain Operation Reference Analysis for the Village Superior Product E-Commerce of BUMDes

Day 2	Thursday, 09 September 2021	
Room 3		
Session 1	8:15 - 11:45	
Session Chair: Dr. Karen Ang Manaig & Dr. Dyah Nirmala Arum Janie		
Track Health Economic		
Paper ID	Presenter	Paper Title
IPS-8159	Murniati Ningsih	The Species and Abundance of Mosquitoes in Kahyapu Village, Enggano District, North Bengkulu Regency
Track Human Resources Management		
Paper ID	Presenter	Paper Title
IPS-8223	Muhammad Tahajjudi Ghifary	Transformational Leadership From the Educational Paradigm on the Pandemic Era
IPS-8224	Esti Nalurani	Analysis of Entrepreneurial Competency in East Java
IPS-8231	Suryadi Jaya	Building Team Work and Organizational Citizenship Behavior Civil Servants at the Aceh Provincial Education Office
IPS-8236	Renville Antonio	Political Parties Reform in Developing The Competence and Professionalism of the Legislative Members of the House of Representatives of the Republic of Indonesia (DPR RI)
IPS-8237	Mariance Yurda Babut	Model of Competency Development for BK (Counseling Guidance) Teachers SMA X in Maumere City during the Covid-19 Pandemic
IPS-8239	Gebrina Ayu Pramesti	Community Culture, Job Enlargement and Human Resource Planning
Track Law		
Paper ID	Presenter	Paper Title
IPS-8170	Sonny Taufan	Analysis of the Principles of Legal Fiction in the Regulations for Controlling the Spread of Covid-19 in Indonesia (Instruction of the Minister of Home Affairs Number 23 of 2021)
IPS-8179	Wilda Prihatiningtyas	Social Forestry Policy Post the Job Creation Law Promulgation: The Answer in Realizing Sustainable Forest Development?
IPS-8232	Hans Edward Hehakaya	Crime Scene Procedure during Pandemic in Indonesia
IPS-8238	Novianto Sanjaya	State Boundaries on Assessments Mala in Prohibita Against the Effects of the Sars-Cov19 Pandemic
IPS-8194	Rafyan Malae	Omnibus Law and Digital Investment

<b>Session 2    13:00 - 15:15</b>		
<b>Session Chair: Dr. Mageswari Ranjanthran &amp; Ms. Ma Arra B. Santos</b>		
<b>Track Business</b>		
<i>Paper ID</i>	<i>Presenter</i>	<i>Paper Title</i>
IPS-8186	Phima Ruthia Dwikesumasari	Unusual Buying Behavior in the Midst of Covid-19 Pandemic in Indonesia
IPS-8209	Nana Triapnita Nainggolan	Dominant Factors Behavioral Intention of the Generation Millennials in using E-Wallets
<b>Track Human Resources Management</b>		
<i>Paper ID</i>	<i>Presenter</i>	<i>Paper Title</i>
IPS-8182	Dyah Pikanthi Diwanti	A Systematical Review of Readiness for Change Human and Organizational Resources : Past, Present, and Future
IPS-8115	Mochamad Nasiruddin	Talent Management System: Affirmative Policy in Multi-Branches Company during the COVID-19 Restriction Period (Fenomenology Study at Tanobelfood - Cleo)
IPS-8246	Aristianto Budi Sutrisno	MOTIVATION AND INNOVATION LEADERSHIP ON PERFORMANCE OF INDONESIAN NATIONAL POLICE
<b>Track Management</b>		
<i>Paper ID</i>	<i>Presenter</i>	<i>Paper Title</i>
IPS-8233	Jacinta Winarto	Financial Literacy of Micro, Small, and Medium Enterprises: A Preliminary Study
<b>Track Economics</b>		
<i>Paper ID</i>	<i>Presenter</i>	<i>Paper Title</i>
IPS-8104	Tyrone Anthony	Proposed Manpower Cuts at United States Air Force Military Treatment Facilities: Concerns and Solutions
<b>Track Sustainable Development</b>		
<i>Paper ID</i>	<i>Presenter</i>	<i>Paper Title</i>
IPS-8190	Budiman	Urban Food Security System in the Pandemic Era Based on Sustainable Urban Agriculture
IPS-8243	Fanji Wijaya	Triple Layer Business Model Canvas Design in Supply Chain of Arabica Coffee Agroindustry in Bandung Regency
<b>Track Law</b>		
<i>Paper ID</i>	<i>Presenter</i>	<i>Paper Title</i>
IPS-8249	Prawitra Thalib	The Meaning of Violence-Based Extremism towards Terrorism Implying on Community Organizational Freedom during COVID-19 Pandemic

# Track: Economics



# Proposed Manpower Cuts at United States Air Force Military Treatment Facilities: Concerns and Solutions

Tyrone Anthony McDougald<sup>1</sup>

<sup>1</sup>Trident University International

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## Abstract

**Background** - During pandemic events, we experienced heavy burden on our medical labor worldwide. This study too concentrated on the problem of limited medical staff and tackling patient demands, while still keeping motivation up within the workforce. This study aimed to understand concerns and find solutions for 2021 as well as future fiscal years of proposed manpower cuts at United States Air Force Military Treatment Facilities (USAF MTFs).

**Purpose** - This study's purpose was to shield light on employee and stakeholder concerns to provide practical solutions mitigating impacts, maintaining staff productivity, motivation, and job satisfaction. It then prioritized the current healthcare services.

**Design/methodology/approach** - The nature of this study was a qualitative descriptive nature aimed to better understand USAF MTF staff concerns about manpower cuts, but also how these concerns tied to solutions by lessening the impact of these proposed manpower cuts. Furthermore, the qualitative approach pertained to this study by providing an in-depth understanding of concerns and solutions toward labor cuts through 20 independent interviews and two solution-focus groups.

**Findings** - From the analysis came 22 codes and 8 important themes that then led to derive findings and suggestions. Theme 1 specified how proposed manpower cuts could have an impact resulting in low motivation and productivity from provider staff at USAF MTFs. The participants' stated challenges could affect motivation and productivity because reduction of patient services would lead to less healthcare in the USAF MTF.

**Research limitations** - Key implications for businesses and practitioners found that manpower cuts may be inherent to the business and we need to adapt and overcome. This research found communications, prioritization, and innovation as good solutions to mitigating some of the effects a business may experience. Future research should address the barriers to implementing these ideas, a new normal way of life including more online services and their implications and a better understanding how outsourcing care effects military members and their families.

**Originality/value** - Analysis led to focus group findings, which were then summarized to highlight practical solutions and recommendations in areas of manpower, support, resources, innovation, communication and motivation. Key implications for businesses and practitioners found that manpower cuts can become an essential part of any business environment but there are ways to mitigate these effects and stay motivated and productive by focusing on employee's needs, innovations and prioritizing services.

**Keywords** : Air Force Medical Service, Beneficiaries, Department of Defense, Medical Treatment Facilities, COVID-19

# Financial Market Data Versus Accounting Data: Persistent Patterns in Explaining Stock Returns in the Indonesian Capital Market During the Covid-19 Pandemic

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## Abstract

**Background** - *The development of stock price dynamics in the capital market does not only reflect the company's financial condition, and even investors do not make their investment decisions based on accounting information. In fact, accounting information in the form of data on the company's financial condition and the external environment is believed to affect the value of the company. In addition, information on the economic environment in the form of stock market and state macroeconomic data reinforces that accounting and financial data have a role in determining firm value. Investors use a valuation model based on their ability and access to information. Comparative analysis of market data and accounting data affecting stock prices and returns is very interesting to study.*

**Purpose** - *The purpose of this study is whether financial information or accounting data dominate investors or potential investors in evaluating stock prices. Most of the stock price valuation techniques used by companies are based on models that use accounting variable data or financial market data.*

**Design/methodology/approach** - *The focus of this research is companies listed on the Indonesia Stock Exchange for the period 2018-2021 during Covid-19 pandemic. Technical valuation using accounting variable include factors of income, book value, cash flow, research and development costs or financial market data (eg beta, market value, interest).*

**Findings** - *The results of this study provide evidence that it is very important for investors to evaluate their investments using accounting data rather than financial market data. This provides new insights for accounting standard setters to improve all accounting methods that serve as indicators of improving the quality of financial reports for users. In particular, the results of this study prove that the use of the market data CAPM model and the Ohlson model for accounting data in stock price estimation shows a high correlation between the two variables in clarifying each model. In particular, the relationship between observed stock prices with Ohlson's model was found to increased significantly.*

**Research limitations** - *This study uses a price model (Ohlson model) for accounting data. although many studies use the Ohlson model in predicting the health of the company, not as a predictor of stock prices. However, the CAPM model and the Ohlson model can still be used in the context of stock price prediction and do not favor either of these models.*

**Originality/value** - *The focus of this research is to compare two models in predicting stock prices and returns using accounting data and market data in the conditions of the COVID-19 pandemic in Indonesia.*

**Keywords** : Accounting and market data, CAPM model, Ohlson model

# E-Service Quality Influence To Trust And Satisfaction By Mobile Banking In Bank Syariah Indonesia

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## Abstract

**Background** - Nowadays, Mobile Banking is becoming popular in Indonesia. Electronic Service Quality was created to measure how big the assumption and expectation of the electronic services is.

**Purpose** - This study intends to analyze the partial and simultaneous effect of Electronic Service Quality and Trust on Customer Satisfaction.

**Design/methodology/approach** - The approach that is applied in this research uses primary data collected from the reactions of 50 respondents who have used the Sharia Bank of Indonesia mobile banking application. The analytical method used in this research is analysis of multiple on linear regression consisting of tests such as classical assumption, determination, equation of multiple on linear regression, t test, and f test. The selection of sample in this research were customers of who had operated mobile banking.

**Findings** - There is a simultaneous and partial effect on the E-Service Quality and Trust variables on Customer Satisfaction. In the determination test, 40.2% of the influence is obtained which affects Customer Satisfaction which is generated by the E-Service Quality and Trust variables, on the contrary the remaining 59.8% is influenced by other factors and is not counted in this analysis of regression.

**Research limitations** - Samples are 50 respondents as mobile banking customers of Bank Syariah Indonesia in Jakarta.

**Originality/value** - Bank Syariah Indonesia is a new Islamic Banking that was inaugurated on February 1, 2021.

**Keywords** : Customer Satisfaction, E-Service Quality, Trust

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# Financial Repression and Inequality towards Economic Growth during the Pandemic in Indonesia

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## Abstract

**Background** - During the pandemic, the global economy was greatly affected, including Indonesia. Currently, Indonesian government expenditure is focused on overcoming the impact of the pandemic by implementing policies in various sectors that have a major impact on vulnerable communities. This causes widespread poverty which is indicated by the occurrence of income inequality due to government policies through financial repression that possibly affect the economic growth.

**Purpose** - This study aims to determine the factors of financial repression and inequality that affect economic growth in Indonesia during the pandemic.

**Design/methodology/approach** - This study uses a quantitative and descriptive exploratory approach with secondary data. Data analysis used simultaneous equations with 2 Stage Least Square.

**Findings** - This study is expected to find the most dominant factors in financial repression and inequality. Simultaneously it is expected to find which factors between financial repression and inequality have the most dominant influence on economic growth.

**Research limitations** - This study is limited by the data period during the pandemic (late 2019 to July 2021), and the availability of data from the Badan Pusat Statistik (Central Statistics Agency) and the World Bank.

**Originality/value** - The measurement of financial repression by the money supply and others, as a component of equation 1, and measurement of inequality using the Gini ratio or other poverty index as a component of equation 2. Both equations are linked to Indonesia's economic growth rate.

**Keywords** : financial repression, inequality, economic growth, pandemic, simultaneous equation

# Analysis of Financial Distress in Measuring Bankruptcy Before and After the Covid-19 Pandemic

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## Abstract

**Background** - The increasing spread of the Covid-19 virus at this time has forced several company sectors to experience setbacks in their operations. This epidemic has had a major impact, especially on the Transportation Sub-Sector Companies because they have to make some adjustments to government regulations such as implementing health protocols and physical restrictions on travel to break the chain of virus spread. The regulation has an impact on the company's revenue decline and the potency to suffer losses that can result in bankruptcy.

**Purpose** - This study aims to determine the bankruptcy prediction of the Transportation Sub-Sector Companies listed on the IDX before and after the covid-19 pandemic and to find out the most accurate method.

**Design/methodology/approach** - The sampling technique used was non-probability sampling with purposive sampling technique. The method used is descriptive with a quantitative approach.

**Findings** - The results of the hypothesis test show that there are differences in predictions between the Altman and Springate models in predicting bankruptcy before and after the covid-19 pandemic. The Altman model is the most accurate prediction with an accuracy rate of 85.75%, while the Springate model has an accuracy rate of 73%.

**Research limitations** - This study only focuses on companies listed on the IDX and uses two bankruptcy measurement models that future researchers are expected to be able to use all existing companies and be able to use other bankruptcy prediction models such as the Ohlson, Fulmar, and Taffler models. In addition, there are several factors outside of financial ratios that are beyond the control of the researcher, such as economic conditions that cannot be measured.

**Originality/value** - The novelty of this study is that this study uses two methods of bankruptcy prediction, different research objects and the time of research conducted before and after the covid-19 pandemic.

**Keywords** : Financial Distress, Altman, Springate

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# The First Android Based Sharia Fintech Innovation In Indonesia To Increase Inclusive and Literate on Society's Finance

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## Abstract

**Background** - *Technology has become the part of today's people life. Then, it is actually close to the application of it. Absolutely, it has example; such as the electricity for having more sophisticated in financial technology (Fin-Tech). The simplicity and speed of this technology have led people to adopt it in everyday's life. One of the innovations in developing business and the economy, especially in the banking sector, is currently to develop Fintech (Financial Technology) which is able to facilitate all types of buying and selling transactions, investments and fundraising.*

**Purpose** - *Next, the purpose of this study is to explain and provide an understanding of the technical, procedures and benefits of the application, it is called Sharia FinTech. Then, it is also to contribute to the literature on the capacity of the latest technological and non-technological innovations.*

**Design/methodology/approach** - *The research method used is descriptive research method with a qualitative approach. It is to describe and explore the phenomena in the form of engineering human innovation in the financial technology industry. It is done by taking into account the characteristics, quality, and interrelationships between activities It has several aspects; they are: conducting the observation, having an interview session, creating the documentation, and the last one is doing the Literature review.*

**Findings** - *The result of this study is to increase the knowledge, skills and confidence of the community in managing personal finances to be better and to provide access to be having convenient and accountable financial services. Afterwards, this study limits on explaining and providing an understanding of the technical, procedure and benefits of Sharia Fintech for all people in need.*

**Research limitations** - *Thence, the limitation of the research only discusses the role of Islamic Fintech in increasing the public financial inclusion and literacy. As for the the next researchers, they can be even wider by adding the collaboration of fintech and the banking world.*

**Originality/value** - *The novelty of this research is the use of the android application as a digital platform in financial inclusion and literacy.*

**Keywords** : *Fintech, Syariah, Inclusive, Literacy, Android*

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# The Effect of Financial Literacy, Locus of Control and Income on Financial Behavior on Young Entrepreneurs at Mulawarman University

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## Abstract

**Background** - *Financial behavior is one of the topics or issues that are starting to be discussed by society today. Irrational behavior means that individuals cannot carry out financial planning and financial control properly. This of course is closely related to how individuals are able to treat, manage, regulate, and use the income they earn. Consumptive public financial behavior will lead to short-term thinking about the income earned, thus having an impact on irresponsible financial behavior.*

**Purpose** - *This study aims to analyze the effect of financial literacy, locus of control and income on financial behavior in young entrepreneurs at Mulawarman University.*

**Design/methodology/approach** - *The sampling method used in this study was purposive sampling. The sample used in the study were 95 Young Entrepreneurs at Mulawarman University. Analysis of the data used in this study is Partial Least Square with the help of SmartPLS 3.0 software.*

**Findings** - *The results showed that financial literacy, locus of control and income had a positive and significant influence on financial behavior in young entrepreneurs at Mulawarman University.*

**Research limitations** - *The research sample is only young entrepreneurs in the Mulawarman University environment, and the number of samples is only 95 young entrepreneurs.*

**Originality/value** - *One of the young entrepreneurs at Mulawarman University has been interviewing researchers and it turns out that an entrepreneur does not really understand financial behavior, even for saving or investing he said it depends on the amount of income received, meaning that an entrepreneur does not have good financial planning to in the future. In reality, there are not many individuals who understand financial behavior and financial literacy, so that even with sufficient income, individuals still often experience financial problems.*

**Keywords** : *Financial Literacy, Locus of Control, Income, Financial Behavior, Young Enterpreneurs*

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# Investment Type Decision Based On Demographic Factors On Muslim Investors In Samarinda City

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## Abstract

**Background** - The phenomenon of hijrah and halal life style has influenced Muslim behavior it has penetrated all sectors of life, including investment in Samarinda City because 87% of the population is Muslim.

**Purpose** - The purpose of this research is to analyze Muslim investors' investment type decision in Samarinda City based on demographic characteristics.

**Design/methodology/approach** - The data obtained from primary data sources using questionnaires to 97 Muslim investors at Samarinda City. An accidental sampling technique was used to collect data. This survey contains two questions about investment ownership and type, and four questions about Muslim investor demographics. The chi square method was used to analyze the data in this research. The significance level (0.05) is the criteria for the chi square test.

**Findings** - There was a significant relationship between age, occupation and marital status and investment type decision, while the relationships between gender and investment type decision were not significant.

**Research limitations** - The problem is limited to Muslim investors in the city of Samarinda with the demographic background of investors.

**Originality/value** - There is not many study of Muslim groups who invest in the real and financial sectors and most research on investment decisions focuses on the capital market.

**Keywords** : investment type decision, muslim investors, age, gender, occupation and marital status

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# Are Sharia Financing Schemes Profitable? The Case of Islamic Rural Banks in Indonesia

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## Abstract

**Background** - *The emergence of Islamic banking, based on profit loss sharing (PLS) scheme, has raised a question whether such scheme can be viable vis-à-vis conventional banking, based on interest system. Previous studies indicate some weaknesses of PLS schemes, particularly on the financing side, as it has raised issues of asymmetric information, principal-agent relationship, moral hazard, and adverse selection. As a response, Islamic banking has relied heavily on non-PLS schemes promising fixed return, mostly murabahah, perceived as less risky financing, while still comply with the Sharia rules.*

**Purpose** - *This research aim to to determine the effect of PLS (Mudharabah and Musyarakah) and non-PLS (Murabahah) financing on the profitability of Islamic banking in Indonesia. In addition, this study also aims to test whether the Non-Performing Finance (NPF) variable is able to moderate the relationship between each financing scheme on the profitability of Islamic banking.*

**Design/methodology/approach** - *This study analyses the relationship of the types of financing scheme (both PLS and non-PLS) on the profitability of Islamic banking, proxied by ROA (Return on Asset), by adding NPF as a moderating variable. Using the case of six Islamic rural banks (BPRS/Bank Perkreditasi Rakyat Syariah) in Indonesia from six provinves from 2011-2020, the data is analysed by mutliple regression analysis using Eviews 9 soft-ware.*

**Findings** - *The results of this study indicate that both PLS and non-PLS financing schemes have positive and significant effects on the profitability of Islamic rural banks in Indonesia. The results of the moderating variable of NPF indicate that NPF weakens the influence of mudharabah and musyarakah financing schemes on the profitability of BPRS. On the other hand, Non- Performing Financing (NPF) increases the effect of murabahah financing scheme on the profitability of BPRS. Therefore, in PLS schemes, the more the numbers of PLS financing, the more numbers of NPF, hence, the less the profitability of the BPRS. In contrast, in non-PLS schemes, the more numbers of non-PLS financing, the less the numbers of NPF, hence, the more the profitability of the BPRS. The finding explains why murabahah is still the most dominant financing scheme in Islamic banking practice nowadays. However, Islamic banking has to strive to achieve its ideal fom as profit-loss sharing financial intermediary in order to respond to a critique that no substantial difference between Islamic and conventional banks as both rely on fixed returns in the financing and loans, perceived as similar to riba (usury), prohibited in Islam.*

**Research limitations** - *The research has limitation in terms of number of the samples. It only analyses the data of 6 (six) BPRS from 6 (six) provinces in Indonesia.*

**Originality/value** - *This study provides new insight on the influence of the type of financing, both the PLS and non-PLS scheme on the performance of Islamic banking, particularly on profitability. Furthermore, it also sheds lights on the role of NPF in moderating the relationship between PLS and non-PLS schemes on the profitability of Islamic banking in Indonesia.*

**Keywords** : Islamic rural banking, Mudharabah, Musyarakah, Murabahah, Non-Performing Finance, Profitability

# The Analysis of "K" Index Amount Policy to Increase the Profits of Oil Palm Farmers and Entrepreneurs in Banjarmasin, South Kalimantan.

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## Abstract

**Background** - The amount of the K Index is determined at least 1 (one) time every month by the Governor. The value of the K Index is carried out by the Head of Service on behalf of the Governor based on the recommendation of the FFB purchase price team. The proposed calculation of the K Index of each Palm Oil Processing factory (PKS) is tabulated or calculated by the FFB purchase price determination team to obtain the average K Index applicable to a region

**Purpose** - This study aims to analyse the policy on the value of the K Index of palm oil used by oil palm companies and farmers to obtain information and analyse pricing that benefits farmers and oil palm entrepreneurs in Banjarmasin.

**Design/methodology/approach** - The data analysis technique calculates the K Index through Policy No. 01//Permentan/KB.120/1/2018, as for the formula used for the calculation  $K(P-1) = \frac{HTBS(P-1)}{(HCPO(P-1) \times RCPO(Akt\ PKS)) + (HPK(P-1) \times RPK(Akt\ PKS))} \times 100\%$ . The sampling method used purposive sampling, on 11 companies.

**Findings** - The results showed that there were differences in the K index each month depending on the selling price, processing and marketing costs of crude palm oil, as well as depreciation costs incurred. The difference in the calculation of the farmer's cost component comparing the total production cost with the production price, the Government is based on No 01//Permentan/KB.120/1/2018. Efforts are made to determine the difference of the K index if there is no win-win solution: there is guarantee of transparency from sales results, both export and local, between oil palm farmers and entrepreneurs. For documents of volume, prices and costs must be valid, so that the data is not presented unilaterally but by all parties.

**Research limitations** - This research have been done only on companies that has Plantation Business License

**Originality/value** - The results showed that there were differences in the K index each month depending on the selling price, processing and marketing costs of crude palm oil, as well as depreciation costs incurred. The difference in the calculation of the farmer's cost component comparing the total production cost with the production price, the Government is based on No 01//Permentan/KB.120/1/2018.

**Keywords** : K Index, Palm Oil Commodity, Price of Production, Production Cost, Oil Palm

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# Digitalization and Financial Industry Performance during Pandemic in Indonesia

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## Abstract

**Background** - *The covid-19 pandemic has brought Indonesia to relentless multidimensional crisis. As the economy was plunged into recession, both financial and banking industry can't elude the downhill impact to their performance. On the other hand, the pandemic situations forced people to socially distanced and discourage them to go to public spaces, these conditions restrict banking and financial industry to maintain transactions. Digitalization is seen as a good strategy to support banks' business operations during pandemic-led recession. This paper focus on how sharia banking and financial industry maintain their performance during the covid-19 led recessions and how service digitalization helps them to avoid downfall in their financial performance.*

**Purpose** - *The purpose of this study is to find empirical evidence of the relationship between digitalization and the financial industry's business performance during the pandemic-led recession*

**Design/methodology/approach** - *I use descriptive statistics approach to analyze how digital banking and finance application help to boost business performance during pandemic. In addition, I use t-test analysis to compare business performance before and after digitalization.*

**Findings** - *I find that digital transactions have increased significantly during the pandemic and many banks and the financial industry have shifted many of their business services to digital platforms. This strategy has helped them to maintain business performance during the pandemic.*

**Research limitations** - *The statistical approach used in this analysis may not explain the causality effect of digitalization to industry performance. However, we may see whether there is an association between digitalization and business performance during pandemic.*

**Originality/value** - *The originality of this paper lies in the analysis of digitalization and business performance in the banking and finance industry during the pandemic-led recession which is still limited.*

**Keywords** : *Digital banking, finance, pandemic-led recession, business performance*

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# The influence of Capitalizing Social Capital, Digital Technology Access, and Financial Literacy of Millennials Women Micro Entrepreneurs to Their Business Performance

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## Abstract

**Background** - *The pandemic covid-19 has tested the resilience of business of women micro entrepreneurs. It has forced women to have more complex digital skills, to develop networks and to improve financial knowledge in order to make their business survive. Millennials are usually more adaptable to technology and more flexible in developing networks so they can more easily access to markets and to finance.*

**Purpose** - *This research aims to analyze the influence of millennials women entrepreneur's capabilities to capitalize their social capital, access to digital technology and financial literacy to their business performance in the pandemic covid-19 situation.*

**Design/methodology/approach** - *We test our hypothesis to 328 women micro entrepreneurs in urban area. Research location in Jakarta and its satellite cities. The sample technique uses simple random sampling. The data analyzed by descriptive analysis and Structural Equation Modeling (SEM).*

**Findings** - *We predict that capabilities to capitalize social capital, access to digital and financial literacy will have a positive effect on business of millennials women micro entrepreneurs. We provide evidence that pandemic has not made these women to develop networks, they preferring to use simple digital applications, and not taking advantage yet to access to informal financial institutions.*

**Research limitations** - *the research has limitations on distinguishing the characters of research location as urban and rural areas. The research need to be completed with qualitative approach to get comprehensive data.*

**Originality/value** - *this research portrays millennials women micro entrepreneurs in pandemic situation that rarely conducted in others research.*

**Keywords** : *millennials women micro entrepreneurs, social capital, digital technology, financial literacy, business performance*

# Zakat and Islamic Financing Instruments and Their Impact on Indonesia's Economic Growth

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## Abstract

**Background** - Islamic investment instruments and philanthropy are developing very quickly in Indonesia, so they have great potential as a driver of economic growth, especially during a pandemic where zakat and Islamic financing instruments are expected to have an essential role as a sector that can support economic growth. Some of these instruments include zakat, SBSN and Sharia venture capital. This research is interesting because research on the potential of zakat as a driver of economic growth has not been done much, especially if it is synergized with other Islamic investment financing variables.

**Purpose** - This study aims to analyze the effect of zakat, which is proxied by the distribution of zakat funds in Baznas, and Islamic financing instruments, including; SBSN (State Sharia Certificate) Sharia Venture Capital Financing for Indonesia's economic growth for the 2016-2020 period.

**Design/methodology/approach** - This paper uses data series analysis with multiple linear regression models to analyze the impact of zakat distribution, SBSN, and venture capital. Zakat data is the distribution of zakat funds carried out by Baznas according to the research period, SBSN data is proxied by the total ownership of State Sukuk issued during the study period, while Sharia Venture Capital data is proxied by the total outstanding financing of sharia venture companies during the study period. Economic growth is proxied by data on the economic growth rate (GDP). The models created are:  $PDB = \beta_0 + \beta_1 ZIS + \beta_2 SBSN + \beta_3 PMVS$  Data analysis technique using multiple regression test was conducted to determine the effect of the independent variables, namely the distribution of zakat funds, SBSN and sharia venture capital financing on the dependent variable, namely Indonesia's economic growth, either partially or simultaneously.

**Findings** - The findings of this study indicate that: Sharia Philatropy (zakat) and Sharia Financing (SBSN and Sharia Venture Capital) are proven to have a significant effect on economic growth. It means that an increase in Sharia capital financing and SBSN, as well as an increase in the distribution of zakat funds, can positively encourage Indonesia's economic growth rate. It shows that Zakat, SBSN, and Sharia Venture Capital have played an essential role in promoting Indonesia's economic growth.

**Research limitations** - This study does not look at other variables in economic growth, making it possible to develop a model of the influence of sharia and conventional variables on economic growth.

**Originality/value** - This research complements and expands other research models that usually look at one economic instrument variable related to the model of economic growth, zakat, SBSN, and business financing.

**Keywords** : Distribution of Zakat, SBSN, Sharia Venture Capital, Economic Growth

# Effect Of Tax Incentives And Non-Tax Incentives To Profit management In LQ45 Company Registered IDX

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## Abstract

**Background** - Disclosure of financial statement information for companies in Indonesia is very important, especially for stakeholders who do not have access to company information so that stakeholders are able to make the right decisions, especially in earnings management. Profit management is a managerial activity for management in influencing and interfering with financial statements. Tax incentives in the form of reduced tax rates regulated The Minister of Finance Indonesia number 77 of 2013 issued by the government through the enactment of this tax rate, public companies will benefit greatly because the effective tax rate of the company will become smaller so that the company is able to manage profits. Effective tax planning methods through tax incentives and non-tax incentives can help and provide convenience for companies in their profit management.

**Purpose** - The purpose of this study was to determine: the effect of inscentives tax and non insentives tax on profit management actions. The effect of tax incentives with projected tax planning, deferred tax expense, current tax expense, number of shares paid and effects of non-tax incentives through leverage projections, capital intensity ratio, profitability to profit management.

**Design/methodology/approach** - This research was conducted by using sample of 10 companies listed in Indonesia Stock Exchange at period 2017-2019. Data collection was done by non probability sampling methods, especially with purposive sampling. In analyzing the data, this study uses multiple linear regression analysis techniques and measuring instruments test application with SPSS 25.0

**Findings** - The results showed that tax planning, deferred tax expense had no effect on profit management, while the current tax expense, number of shares paid, leverage, capital intensity ratio and profitability had a positive and significant effect on profit management.

**Research limitations** - Researchers found difficulties when analyzing profit management, because not all companies have positive profit management values, there are some companies with negative profit management values.

**Originality/value** - The differences between this study are the object and variable of research. Negara (2017) uses the research object of manufacturing companies with two variables namely tax planning and deferred tax expense as independent variables, while the authors use seven independent variables including four variable tax incentives variables and three variable non-tax incentives with LQ 45 companies research objects indexed on the Indonesia stock exchange in 2017-2019.

**Keywords** : Tax Incentives, Non-Tax Incentives, Profit management

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# THE EFFECT OF TRANSFORMATIONAL LEADERSHIP TO EMPLOYEE PERFORMANCE WITH INTRINSIC MOTIVATION AS A MEDIATION AT GWK BALI

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## Abstract

**Background** - GWK Bali is a famous tourist spot and is located in the poultry area, Pecatu, South Kuta District. GWK is famous for its Garuda Wisnu Kencana statue depicting the figure of Lord Vishnu riding his mount, Garuda, as high as 121 meters. From the problems that exist in the performance of GWK Bali employees, it is found that problems are seen from Leadership and Decreased Employee Intrinsic Motivation. Therefore, researchers are interested in researching with the title Effect Transformational Leadership to employee performance with intrinsic motivation mediation.

**Purpose** - To know and analyze Transformational Leadership to Employee Performance with Intrinsic Motivation Mediation.

**Design/methodology/approach** - This study uses 38 populations and members of the population are fully used as samples. Data analysis using SMART PLS program 3. Data collection methods were carried out by observation, interviews and questionnaires

**Findings** - Transformational leadership has a positive and significant effect on employee performance with intrinsic motivation mediation.

**Research limitations** - This research only use transformational leadership, employee performance and intrinsic motivation. It is hoped the further research will use another variable

**Originality/value** - This research also produces a novelty that the leadership typology that considered at GWK Bali is transformational leadership, Intrinsic motivation becomes the full mediation linking the transformational leadership to performance GWK Bali employees

**Keywords** : Transformational Leadership, Employee Performance, Intrinsic Motivation

# Optimizing Tabaru' Funds in Sharia Insurance by Digital Donation-Based Crowdfunding

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## Abstract

**Background** - *The COVID-19 pandemic had transformed people's lifestyles in various aspects, among which is the priority shift where health is the main priority in addition to basic needs. In addition, the mobility restrictions during the pandemic have made society adapts to digitalized activities. The phenomenon of increasing donations is also a new occurrence in the era of the COVID-19 pandemic, which shall be acknowledged as the digitized version of Indonesian tradition of mutual cooperation (gotong royong) to help each other to ease the burden on people affected by COVID-19. This phenomenon is similar to the concept of tabaru' funds in sharia insurance which uses the mutual assistance (ta'awun) principle among insurance participants. Due to the increase of public awareness of health and high solidarity in the midst of this pandemic, Islamic insurance can find opportunities to increase the number of Tabaru' Funds participation, with a touch of digital innovation for wider reach in the society.*

**Purpose** - *This research aims to develop the management of sharia insurance combined with donation-based crowdfunding management to apply in optimizing tabaru' funds.*

**Design/methodology/approach** - *This research was conducted using qualitative descriptive methods, to explore the qualitative datas in several phenomenon of sharia insurance and crowdfunding, and generate a description of the relationship between these phenomena.*

**Findings** - *The results of this study explain that the crowdfunding management can be applied in management of tabarru' funds in Shria insurance, including the following (1) prospective donors and prospective respondent are both can registered as insurance participants; (2) Donations paid by donors as insurance installment are collected in tabaru' funds; (3) The sharia insurance company provides several alternative profiles of prospective respondent by implementing a social campaign strategy; (4) Sharia insurance management applies the principle of crowdfunding transparency through the public financial statements of donation funds or tabaru' funds, and the report of donor respondent's progress.*

**Research limitations** - *This research is limited to the concept of digital donation-based crowdfunding to optimizing tabaru' funds, without measuring its effectiveness in the insurance industry.*

**Originality/value** - *Crowdfunding is often discussed as an effort to reduce poverty in a social economy scheme. However, crowdfunding distribution is often assumed as consumptive. The implementation of a crowdfunding scheme, especially donation-based crowdfunding for tabaru' funds in sharia insurance, may convert a donation into an investment fund in the form of insurance after the management of the crowdfunding fund.*

**Keywords** : *Tabaru' Funds, Digital, Donation-based, Crowdfunding*

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# Relationships Between Profitability And Firm Value Of Manufacturing Companies In Indonesia: The Quantile Regression Approach

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## Abstract

**Background** - Profitability and firm value represent the financial performance and a vital aspects for assessing the overall firm performance of manufacturing companies, especially in Indonesia. Both have been able to portrait firm performance in the long run. Thus, these two variables are expected to have a strong relationship on the time segmentation that encompasses the problem of variables. Therefore, this study attempts to examine the relation of variables using the quantile regression approach.

**Purpose** - This study investigates the relationships between profitability and firm value of manufacturing companies in Indonesia by taking into consideration of lag firm performance ROA(-1) and TOBINS'Q(-1).

**Design/methodology/approach** - The profitability measured by return on asset (ROA) and TOBINS'Q is as the firm value. The data of this study retrieved from the Indonesia Stock Exchange (IDX) with a purposive sample of 110 companies were selected for the period of 2010 to 2019. This study used two sets of quantiles regression (QRs): 1) A set of additive quantiles regression of ROA on ROA(-1) and TOBINS'Q(-1), and 2) A set of interaction QR of ROA on ROA(-1), TOBINS'Q(-1) and ROA(-1)\*TOBINS'Q(-1).

**Findings** - The results find that all independent of each QRs are jointly significant. This implies that ROA(-1) has a positive significant effect on ROA, adjusted for TQ(-1), based on each additive QR( $\tau$ ) in (1), for  $\tau = 0.1$  to 0.9 at 1 percent level. Moreover, the effects of TOBIN'S Q(-1) on ROA, adjusted for ROA(-1), in the nine QRs has positive significant at 5 percent level, in the QR(0.9). As well as the TOBIN'SQ (-1) has positive significant adjusted effect on ROA, in the two QR(0.3) and QR(0.8). Lastly, based on the interaction QR, ROA(-1) and ROA(-1)\*TQ(-1) also are jointly significant, which shows the effect of ROA(-1) is increasing with increasing scores of TOBINS'Q(-1). This indicates that last year profitability and firm value seems to have effect on current year performance.

**Research limitations** - According to the methodology used, this study focuses on examaning these two variables, ROA and firm value, by applying ROA(-1) and TOBINS'Q(-1) model in the quantile regression approach. Thus, this study was selected only 110 manufacturing firms based on the sample criterion that is available of financial data for the firm listed before the year 2010 primarily for manufacturing sectors, and the data does not include the services companies.

**Originality/value** - Because of the focusing this study on the quantile regression method, so the result from the analysis can be showed with using evidence of combination between TOBINS'Q model and econometric calculation specifically to overcome the quantile regression problem.

**Keywords** : ROA, TQ, additive, interaction, quantile-regression

# **“Retail Direct Order” to Support Logistics Management during the Covid-19 Crisis**

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## **Abstract**

**Background** - *The Covid-19 pandemic that has hit the world since early 2020 has had a considerable impact on the Indonesian economy, especially for business people.*

**Purpose** - *Through this paper, we can learn the right business strategy during Covid-19 through the application of "RDO" in Indonesia, so that the distribution prospects for the logistics sector plan.*

**Design/methodology/approach** - *To support the presentation of the paper, we apply the SLR technique, where there are three important things (demonstration of RDO, the practice of this concept to reduce panic buying, and stop the retail system that is too long).*

**Findings** - *There was a decrease in logistics distribution during the pandemic period due to cut-off supply chains. There are several things that the logistics sector can do, including choosing to open new products or updating their marketing systems, because businesses that can survive are businesses that are digitalized to their changing environment. Several things that can apply in a planned pattern are through the "RDO". Direct sales have decreased because of the pattern of people staying at home more.*

**Research limitations** - *The weakness of this paper is that it does not use quantitative methods for supporting surveys or secondary data. There are no data collected officially by government institutions from time to time regarding disruptions to logistics, so it is very difficult to observe. We expect future studies that focus on similar topics to highlight how "RDOs" can be developed and evaluated for decision making.*

**Originality/value** - *Marketing constraints in the retail sector in Indonesia during the Covid-19 pandemic have not been explored, so there are no previous studies relevant to this topic.*

**Keywords** : Retail direct order, Supply chain management, Covid-19, Digitization, Indonesia

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# Batik SMEs in East Java Indonesia: Interrelationship between personal value and management skills towards SMEs Performance in the new normal era

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<sup>1,2,3</sup>Universitas Brawijaya

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## Abstract

**Background** - *The development of Batik SMEs in East Java shows a sector that is highly affected by the pandemic, due to the unpreparedness of SMEs to face the pandemic conditions. The need for encouragement from the government and strengthening this sector so that it can develop again and make a positive contribution to the regional and national economy. Managerial aspects and personal values owned by Batik SMEs in East Java are expected to be a reinforcing factor for SMEs in facing a very dynamic environment*

**Purpose** - *The purpose of this study was to determine the relationship between personal values and management skills on the performance of Batik SMEs during the new normal era in East Java, Indonesia*

**Design/methodology/approach** - *The data used were obtained through a survey using a questionnaire, which was then analyzed by factor analysis, descriptive statistics, Pearson product moment correlation, and multiple regression*

**Findings** - *The results of the study stated that there was no relationship between personal values and performance, and there was no relationship between management skills and the performance of Batik SMEs in East Java, Indonesia*

**Research limitations** - *This research does not include external factors of the research variables, namely government policies that can be measured by inflation rates and tax policies, as well as Bank Indonesia credit interest rates*

**Originality/value** - *This study uses the variable management skills, personal values, and performance of Batik SMEs in East Java during nre normal era, which are products with local cultural features.*

**Keywords** : *Management skills, personal values, Batik SMEs performance in the new normal era*

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# The Effect Of Leverage And Company Size On Profitability That Impact On Company Value Registered In Jakarta Islamic Index (JII)

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<sup>1,2,3,4,5</sup>Sekolah Tinggi Ilmu Ekonomi Sultan Agung

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## Abstract

**Background** - *One of the efforts to increase the company's value is reflected in how to improve quality in the form of products, technology, and human resources. To gain investor confidence, profitability is one of these ways, where with profitability it can be seen that the company has been running its business efficiently.*

**Purpose** - *To analyze the effect of leverage and firm size on ROA and ROE, and the impact of ROA and ROE on firm value.*

**Design/methodology/approach** - *The research technique is descriptive with a quantitative factor. This research focuses on the Jakarta Islamic Index companies that are listed on the Indonesia Stock Exchange. In this research, non-probability sampling was combined with the purposive sampling approach. The sample is based on the following criteria: Table 1. Selection Process for Population Companies JII The Indonesian Stock Exchange has a number of companies listed on it 48 Companies that do not remain on the Jakarta Islamic Index (JII) for the period 2014-2019 (36) Number of Research Samples 12*

**Findings** - *DER has a substantial effect on ROA and ROE, Ln Total Assets is having a considerable impact on ROA and ROE, ROA had a significant effect on Tobin's Q, and ROE is having a substantial impact on Tobin's Q.*

**Research limitations** - *This study only focuses on companies listed in JII and only uses two predictors to measure firm value. For further research, you can add several predictor variables with different company scopes.*

**Originality/value** - *The owners' and shareholders' well-being is a good indicator of the firm's worth. In measuring the company's value, the researcher uses Tobin's Q where this ratio focuses on the present value of the business and the cost of its replacement.*

**Keywords** : *Financial Leverage, Firm Size, Profitability, Firm Value*

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# Supply Chain Operation Reference Analysis for the Village Superior Product E-Commerce of BUMDes

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<sup>1,2,3</sup>Politeknik Putra Bangsa Pontianak

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## Abstract

**Background** - *There are so many products from the Village, some of them are the Superior Product. But the Chain of sales of this product is complex, and its price becomes so expensive for the last customer. Following the government's vision to build Indonesia from the outskirts of making villages as objects of development, A common problem with products in the town is a marketing problem, one of the components in the supply chain. The existence of BUMDes in the village has to market superior products. With e-commerce, BUMDes have to be a significant supplier of products in the town to be sold outside. To ensure the availability of material supply, the method for is SCOR analysis.*

**Purpose** - *This research aims to determine the Chain of Superior products from The Villages to the customers. In Addition, BUMDes can cut of the Chain of Sales from the Villages with e-commerce.*

**Design/methodology/approach** - *This Research type is Descriptive Qualitative. Analyze the supply Chain of The Superior Product the methods of SCOR ( Supply Chain Operation Reference ).*

**Findings** - *E-Commerce Technology can cut off the supply chain of the superior product.*

**Research limitations** - *The Scope of this study only discusses the Superior Product from the Villages.*

**Originality/value** - *BUMDes business with e-commerce to cut the chain of sales.*

**Keywords** : SCOR, supply chain, Bumdes, Villages, Superior Products, E-Commerce

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**Track:  
Forensic  
Developmental  
Psychology**



# Relationship between Childhood Trauma and Criminal Behavior: A Literature Review

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## Abstract

**Background** - Criminal behavior is considered to be a social problem with various causes. In recent years, childhood trauma has become the most frequently discussed cause of criminal behavior. Childhood traumas are known as child abuse and neglect. There are 5 subtypes of childhood trauma, consists of physical abuse, physical neglect, sexual abuse, emotional neglect, and emotional abuse. Emotional abuse is the most common form of childhood trauma.

**Purpose** - The review aimed to determine the relationship between childhood trauma or adverse childhood experiences and criminal behavior.

**Design/methodology/approach** - Literature review was done based on the issue, cases, treatment, and advanced research about criminal behavior and childhood trauma taken from several articles and studies. The population is all criminals who have childhood trauma.

**Findings** - There is a powerful relationship between criminal behavior and childhood trauma, in one study reported that over half of male inmates (56%) experienced childhood trauma.

**Research limitations** - The literature review only looks at the relationship between criminal behavior and childhood trauma without involving the background of economic, social, educational, and biological aspects.

**Originality/value** - This review can predict an appropriate treatment, prevention, and punishment or rehabilitation to avoid future criminal behavior.

**Keywords** : childhood trauma, criminal behavior, psychopathy, crime

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# Track: Business



# Determinants of Mobile Game Service Adoption in Generation Z and Millennials in Indonesia

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## Abstract

**Background** - Technological advances that are growing from time to time make game developers vying to create the latest games that attract the attention of game lovers. The emergence of various game genres encourages high usage intentions and usage behavior for true game lovers.

**Purpose** - This research is here to facilitate the factors that influence the adoption of mobile game services in the Generation Z and Millennials groups in Indonesia.

**Design/methodology/approach** - The research instrument used an online questionnaire distributed to 210 respondents who were none other than users of mobile game services from the Generation Z and Millennial generations. The data collection process was carried out in the period from March to May 2021. Next, the researchers tested the hypothesis using a variant-based Structural Equation Modeling (SEM) called Partial Least Square (PLS) and the SmartPLS version 3.0 application as a tool to analyze it.

**Findings** - This research concludes that perceived ease of use, perceived enjoyment, and facilitating conditions have a positive and significant effect on usage intention. Then the results of this research also confirm facilitating conditions, habit and usage intention also have a positive and significant influence on use behavior. game developers, this can be considered for the improvement of mobile game services in the future.

**Research limitations** - Suggestions for further research to increase the number of samples that are able to represent mobile game users as a whole and for further studies to use other approaches in predicting mobile game usage behavior, for example with the TRA, TPB, and UTAUT2 models.

**Originality/value** - We believe that the characteristics of Generation Z and Millennials are user groups who are sensitive to technological developments, especially in specific game genres. This study explores the impact of the convenience offered by several mobile game service applications, the implications of perceived comfort when using mobile game services, additional features provided by mobile game services, and internal factors of users such as habits of using mobile game services.

**Keywords** : Mobile Game Service, Usage Intention, User Behavior, Generation Z, Millennial Generation

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# Purchase Intention of Grooming Products: The Value-Attitude-Behaviour (VAB) Model

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## Abstract

**Background** - Grooming products are now one of the daily necessities needed in human life. Not only women who use grooming products, but the majority of men also need grooming products to improve their appearance.

**Purpose** - The urgency of this research is to explore the values that influence the attitudes of men in Indonesia towards grooming products and their intention to buy these grooming products, using the Value-Attitude-Behaviour (VAB) model.

**Design/methodology/approach** - The research instrument used an questionnaire that was distributed online via whatsapp and telegram groups during June-July 2021, which resulted in 111 responses. Hypothesis testing was carried out using a variant-based Structural Equation Modeling (SEM) called Partial Least Square (PLS) and the SmartPLS application version 3.0 as a tool to analyze it.

**Findings** - The results showed that self-concept (self-image and self-consciousness) and product involvement had a positive and significant effect on men's attitudes towards grooming products and their intention to buy these products. Furthermore, the effect of men's attitudes towards grooming products on their intention to buy products also obtained significant result.

**Research limitations** - The sampling technique used is not fully representative of male users of grooming products in Indonesia. For further research, it is better to increase the number of samples so that they are more able to represent the entire population. In addition, future research should also refer to other factors that influence the purchase intention of grooming products and the use of other approaches in predicting purchase intention such as the TRA model.

**Originality/value** - There are still very few researchs in Indonesia that discuss about the purchase intention of male grooming products, especially those using the VAB model. This research provides overview to marketers of male grooming products about the importance role of self-concept and product involvement in determining men's attitudes towards grooming products, which in turn will have an impact on their intention to buy these products to improve their appearance.

**Keywords** : Grooming Products, Self-Concept, Product Involvement, Attitude towards Products, Purchase Intention

# What do Consumers really Want? Online Vs Offline Shopping for Fashion Products

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<sup>1,2,3,4,5</sup>Sekolah Tinggi Ilmu Ekonomi Sultan Agung

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## Abstract

**Background** - Digitalization has changed human behavior in carrying out various activities, one of which is consumer behavior in shopping. Nowadays, many consumers often make purchases of products online. However, certain products actually require a more in-depth product evaluation before consumers decide to buy the product, which can only be done by shopping offline, one of them is fashion products.

**Purpose** - This research was conducted to examine consumer preferences in shopping for fashion products both online and offline and the factors that influence these decisions.

**Design/methodology/approach** - Data collection was carried out by distributing questionnaires online through whatsapp and telegram groups during June-July 2021, which resulted in 162 responses. Chi-Square, Mann-Whitney, and Kruskal-Wallis tests were used to test the hypothesis.

**Findings** - The results prove that the relationship between the motivating factors to shop offline and the demographic characteristics of consumers, most of them show insignificant results. Different results were shown in the relationship between the motivating factors to shop online and the demographic characteristics of consumers, which most of them show significant results (age group, marital status and education level). Furthermore, research data also shows that more than half of the respondents still prefer to shop for fashion products offline rather than online, especially after the Covid-19 pandemic ends because they can evaluate the product physically.

**Research limitations** - First, the findings may not be generalized to other populations. So, future researchs may adopt a more representative sampling technique to replicate this research. Secondly, this research focused on fashion products. Therefore, we suggest future researchs to adopt different product categories to explore how consumers behave in other product categories.

**Originality/value** - The novelty of this research is oriented towards measuring the level of consumer shopping behavior on fashion products. This research provides an overview that there is still a future for offline fashion product stores to survive in competition with online stores by improving themselves to deal with consumer purchases in this new normal era.

**Keywords** : Online, Offline, Shopping, Digitalization

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# Unusual Buying Behavior in the midst of Covid-19 Pandemic in Indonesia

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## Abstract

**Background** - Since the WHO announced Covid-19 as a pandemic, unusual buying behavior occurred, such as buying hand sanitizer, disinfectant in a large amount. Drawing from the stimulus-organism-response (S-O-R) framework, and continuing the prior study, we examine the relationship between unusual purchases and online information sources.

**Purpose** - The objectives of this study are threefolds. First, examining the effect of online information source to perceived severity, information overload and cyberchondria. Second, examining the effect of perceived severity, information overload and cyberchondria to intention to make unusual purchase. Third, replicating the same structural model, we examine the differences in two different time of study.

**Design/methodology/approach** - We employed online survey by using Google form to collect our data. in time 1 we collected data from 390 Indonesian respondents, and in time 2 we collected data from 372 Indonesian respondents. PLS-SEM was used to test the structural model.

**Findings** - The results revealed that the unusual buying behavior was higher in the early of Covid-19. Besides, the effect of online information source exposure to information overload and cyberchondria were higher in the early of Covid-19 pandemic or in time 1 rather than in time 2. In addition, the information overload was not significant in predicting the perceived severity in time 1..

**Research limitations** - Our respondents were employees and university students, which they are more capable in searching valid information in social media. Thus, considering other demography of respondents such as lower level of education could enrich the result of this study..

**Originality/value** - According to our knowledge, no study has examined the unusual buying behavior in longitudinal data.

**Keywords** : Covid-19, Unusual Buying Behavior, Cyberchondria, Information Overload, Stimulus-Organism-Response

# Dominant Factors Behavioral Intention Of The Generation Millennials in Using E-Wallets

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## Abstract

**Background** - Technological advancements fueled by the internet revolution have transformed the financial services industry's image, resulting in modifications to electronic financial services. These service changes can be seen in almost all forms of financial services, such as banking, insurance, and stock trading, which are carried out using electronic media, such as E-wallets services.

**Purpose** - The primary purpose of this study is to determine the behavior of the Millennial class for digital wallet applications in terms of perceived ease of use, perceived usefulness, trust, social influence.

**Design/methodology/approach** - This study utilized a quantitative method using exploratory surveys and online questionnaires, as well as a literature and field research design. For data analysis, this research uses the Smart PLS application with the PLS-SEM approach oriented. Data was collected using non-probability sampling using a purposive sampling approach, yielding a sample size of 146 respondents for this research.

**Findings** - This research provides information about the behavior of using digital wallet applications, which are significantly influenced by perceived ease of use, trust, and social influence. Furthermore, the Perceived Usefulness factor does not significantly impact the behavior of using digital wallet applications.

**Research limitations** - These findings highlight the importance of trust as a motivator for customers when utilizing an E-Wallet application. It is preferable to expand the number of study samples in order to appropriately generalize findings, as well as to include research factors that are believed to influence behavioral intention to use.

**Originality/value** - This research will look at the effects of perceived ease of use, perceived utility, trust, and social influence on Generation Millennial behavior when it comes to using digital wallets.

**Keywords** : Perceived Ease of Use, Perceived Usefulness, Trust, Social Influence, Behavioral Intention

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# Track: Law



# Analysis of the Principles of Legal Fiction in the Regulations for Controlling the Spread of Covid-19 in Indonesia (Instruction of the Minister of Home Affairs Number 23 of 2021)

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## Abstract

**Background** - *The Corona Virus Disease 2019 (Covid-19) pandemic that occurred in March 2020 had a wide impact in the world and in Indonesia. Indonesia implements the right strategy in overcoming the pandemic. Various policies have been issued by the Indonesian government, one of which is the Instruction of the Minister of Home Affairs Number 23 of 2021 concerning the Enforcement of Restrictions on Micro-Based Community Activities and Optimizing the Command Post for Handling Corona Virus Disease 2019 at the Village and Sub-District Levels to Control the Spread of Covid-19. However, in the implementation in the field, people tend to be apathetic and do not know the rules or policies made by the Government to control the spread of Covid-19. This fact certainly contradicts the principle of legal fiction which states that everyone must understand the law or at least know that there is a law that governs it.*

**Purpose** - *The purpose of this study was to find out whether the Principles of Legal Fiction apply in the Instruction of the Minister of Home Affairs Number 23 of 2021 and provide a prescription for the problem in question.*

**Design/methodology/approach** - *This research is a normative research using a legal approach.*

**Findings** - *Based on Article 81 of Law Number 12 of 2011, the scope of the principle of legal fiction only applies to regulations promulgated by placing them in the State Gazette of the Republic of Indonesia, Supplement to the State Gazette of the Republic of Indonesia, State News of the Republic of Indonesia, Supplement to the State News of the Republic of Indonesia, Regional Gazette, Supplement to the Regional Gazette, or Regional News. Thus the principle of legal fiction does not apply to the Instruction of the Minister of Home Affairs Number 23 of 2021 because it is not stated in a state document as stipulated in Article 81 of Law Number 12 of 2011. The consequence of the non-applicability of the principle of legal fiction is that the public must receive proper education and socialization. enough from state officials regarding regulations for handling Covid-19. In addition, violations of the provisions of the Instruction of the Minister of Home Affairs Number 23 of 2021 by the public do not automatically be subject to sanctions because of the non-applicability of the principle of legal fiction. To increase public knowledge in regulations related to handling Covid-19, 2 (two) efforts can be made, both from the government and from the community, namely publications by the government and active participation from the community to help disseminate regulations.*

**Research limitations** - *This research is limited to regulations for controlling the spread of Covid-19 contained in the instructions of the Minister of Home Affairs Number 23 of 2021. Field research is needed to provide a more complete understanding of the level of public understanding and compliance with regulations to control the spread of Covid-19.*

**Originality/value** - *The principle of legal fiction is one of the themes that is often used as research material. This research is novel by linking the principles of legal fiction with regulations relating to controlling the spread of Covid-19.*

**Keywords** : Regulation, Covid-19, Legal Fiction, Indonesia

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# Social Forestry Policy Post the Job Creation Law Promulgation: The Answer in Realizing Sustainable Forest Development?

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## Abstract

**Background** - *The Job Creation Law (JCL) brings new changes to several national regulations, one of which is the forestry cluster. The social forestry program, which was previously only regulated in a Ministerial Regulation, has now existed in the JCL, amending the National Forestry Law. It is amended by Article 29 A and B of the JCL. The existence of social forestry program is claimed to provide legal certainty and improve the economy of the forest village community through participation in managing the forest and obtaining economic benefits from it directly. But on the other hand, the social forestry program is weakened as well as the realization of sustainable forest development.*

**Purpose** - *Therefore, the purpose of this paper is to analyze from which build law model that strengthen both social forestry program and SFM enforcement.*

**Design/methodology/approach** - *This research is an empirical juridical research that is participatory, involving discussions and interviews with a number of related parties. Therefore, the technique of collecting legal materials is carried out with the method of inventory and documentation which is complemented by interviews and FGD. The approach used is the statutory, conceptual, and case approaches.*

**Findings** - *The findings of this research are that the ease of investment encouraged in the Job Creation Law has been in conflict with several parts of the nation's environmental protection goals. This includes social forestry regulations. For example, the risk-based approach used in the environmental permit is creating another loophole for both SFM and SDM goals at any level.*

**Research limitations** - *The limitation of this research is grounded in the national concept of social forestry program which only regulated at the ministerial basis, so the studies are limited as well. Furthermore, the supports data in this matter is also limitedly accessible and less-updated. Hence, authors aim to gain qualitative data instead by having discussion with impacted community and regional board related to this matter.*

**Originality/value** - *The issue is the first to bring up in the writing. The novelty is a forest policy model based on the principles of sustainable forest management in order to realize sustainable forest development.*

**Keywords** : Policy, Social Forestry, SDGs, Sustainable Forest Development

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# Omnibus Law and Digital Investment

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## Abstract

**Background** - Investment is the main basis for the establishment of the omnibus law. Investment conditions are one of the factors that have a positive impact on a country's economic growth. But with the development of increasingly advanced technology makes digital investment should be taken into account in the economy of a country.

**Purpose** - This research examines Omnibus Law and Digital Investment in the form of Cryptocurrency because of the enactment of the Omnibus Law can attract investors and make the Indonesian economy will increase.

**Design/methodology/approach** - In keeping with the problem being studied, this study is normative legal research. Normative legal research or also called library law research is legal research conducted by examining mere library material or secondary data.

**Findings** - The findings section is First, this paper contributes to the knowledge of the omnibus law that became the umbrella of a new law in Indonesia. Approximately 80 Laws and more than 1,200 articles can be revised at once with only one Law governing multi sectors with 11 clusters. Second, it was found that the application of Indonesian omnibus law with other countries are very different i.e. other countries in the discussion time is very appropriate while Indonesia looks rushed and political factors can be the determinant but the characteristic of America and Turkey (Common law) use omnibus as law but the Philippines (Civil law) is accommodated in the form of codification. Third, there is no impact and visible influence of the formation of omnibus law on digital investment because crypto money is still illegal in The Indonesian exchange rate. Fourth, It is necessary to further study digital investment so that one day it can be regulated and formulated in the omnibus law so that it does not become a loophole in corruption crimes such as money laundering and the transfer of assets to virtual assets.

**Research limitations** - The limitations are Digital investment or Crypto asset is very rarely researched in Indonesia because of the limited knowledge of literature and knowledge of digital assets or crypto has not been declared as a legitimate means of payment.

**Originality/value** - Originality/ value is Digital investments such as cryptocurrencies are new variables that are rarely used and explored, thus requiring testing and validation using different methods and contexts, as offered by this study. This research can provide new insights and foundations in reviewing and researching virtual assets and the like to be regulated in the omnibus investment cluster in the future.

**Keywords** : Omnibus law, Digital Investments, Cryptocurrency

# Crime Scene Procedure during Pandemic in Indonesia

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## Abstract

**Background** - *Unnatural death is death caused by violent disease or accident. More than 90% of deaths in the world occur are considered natural deaths, but there are “grey areas” where disease and violence can be found at the same time. Therefore, an internal examination (autopsy) of the body must be carried out to determine the cause of death. At the crime scene any death is considered an unnatural death until it is proven that it was natural. Due to the COVID-19 pandemic, every death will be handled carefully and with adequate protection. Forensic experts who perform autopsies must wear full personal protective equipment. This is done to prevent transmission of COVID-19 or other diseases from corpses.*

**Purpose** - *This research is aimed at testing the effectiveness of crime scene investigation procedure during pandemic Covid 19 in Indonesia, in order to realize the principle of fairness, accuracy, fast and low cost justice. Covid-19 is categorized as an agent of Hazard Group - 3 (HG3), a group of micro-organisms that can cause serious illness in humans, can bring danger to forensic officers, and can spread in the community.*

**Design/methodology/approach** - *Method uses a normative approach in analyzing the effectiveness of crime scene procedure based on Ministry of Health Decision for Guideline for Covid 19 Procedure No. 413 - 2020 in the Surabaya district court judiciary and its impact on court proceedings and access to justice.*

**Findings** - *The implementation of crime scene adjustment procedure during pandemic has an impact on the resolution of the safety forensic officer and society as well as increasing the integrity and professionalism of law enforcement officers. Every forensic officer must be careful when in direct contact with the corpse or body fluids of the corpse in conducting criminal investigations.*

**Research limitations** - *Limitation are only carried out in Surabaya district courts jurisdiction*

**Originality/value** - *This paper will explore a new method for crime scene investigation in Indonesia during Pandemic Covid 19 which develop from various real case in Court Proceeding during this pandemic*

*Keywords : crime scene, forensic*

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# State Boundaries on Assessments Mala In Prohibita Against the Effects of the Sars-Cov19 Pandemic

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## Abstract

**Background** - *Sars-Cov19 Pandemic is s a matter to become an object of determining about the law that is used in daily life nowadays. Many desire social that's in a pandemic is disobedience about health protocol and people daily life that gives rise to huddle in public that's make misdemeanor or criminal offense.*

**Purpose** - *This article was intended to scrutinize state limits of determining a misdemeanor or criminal offense during the Covid 19 Pandemic that related to JJ. Rousseau stated that "Basically, the country comes from the contractual relationship between the people to trigger about the desire and building the system that named states (pactum unions)".*

**Design/methodology/approach** - *Normative juridical legal reaseach methods, statute approach and empirical juridical methods*

**Findings** - *Based on article 93 about criminal sanctions on Regulation Number 6 of 2018 concerning on Quarantine Health to society that everyone who doesn't comply with the medical quarantine arrangement as referred on article 9 chapter (1) and/or block the quarantine health that causes of public health emergencies to be convicted by prison criminals no later than 1 year and/or a maximum fine by IDR 100,000,000. By following the rules, the government hasn't yet set the limits on criminal offenses of the violation or criminal that increase on Covid 19 Pandemic. An example is about the crowd and the violation of the protocol health that categorized in crime.*

**Research limitations** - *This research was focused on the normative assessment about the factors of Mala In Prohibita that influence the happened of criminals sanctions during the Covid 19 Pandemic. To identify By interpreting more specifically the relevance of the issue criminal sanctions offenses or no into Regulation Number 6 of 2018 concerning on Quarantine Health manifested of Sars-Cov19 Pandemic. Mala In Prohibita in Indonesia as Basic for the state to determine the actions that included in Regulations.*

**Originality/value** - *The research that written by the author was focus on the limit of Mala In Prohibita as the cause of a crime against violating on the regulations at the Covid 19 Pandemic that causes a crowd and disobedience to health protocol. Many occurrences about scofflaw of health protocol have happened in many districts. This research be supposed to be useful as guidance for the government and the jurists in arrange, revise, and fix the policy that relates to criminal law and criminal offenses about criminal sanctions. And the other research into Journal of Military Ethics about "Explaining the Principle of Mala in Se" (Morten Dige, Aarhus University), the research explained about instance of other principles regulating conduct in war (jus in bello) then Certain methods and weapons are traditionally considered to be "mala in se".*

**Keywords** : *The boundaries of Mala In Prohibita in Indonesia, Sars-Cov 19 Pandemic, The desire of society, Manifested regulation*

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# THE MEANING OF VIOLENCE-BASED EXTREMISM TOWARDS TERRORISM IMPLYING ON COMMUNITY ORGANIZATIONAL FREEDOM DURING COVID-19 PANDEMIC

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## Abstract

**Background** - *Extremism is a good platform to grow for acts of violence and or terrorism which are now not only an adults thing but also young generations who are expected to be nation's hope. Extremism is much bigger than terrorism because people cannot be punished just by thinking. Due to the socio-economic sluggishness caused by Covid-19, the views of Indonesia and the United Nations Counter-Terrorism Executive Director (CTED) are preparing to face the pandemic against terrorism, counter-terrorism, and combating violent extremism. This pandemic poses the risk of terrorism threats in the short and long term. The pandemic did not reduce the threat of radicalism and terrorism. Therefore, it is necessary to study the meaning of violent-based extremism that leads to terrorism which has implications for community organizational freedom after the Presidential Regulation Number 7 of 2021.*

**Purpose** - *The purpose of this study is to understand and in-depth academic studies related to the meaning of violent-based extremism leading to terrorism that has implications for community organizational freedom according to Presidential Regulation No. 7 of 2011.*

**Design/methodology/approach** - *This research uses a normative juridical method, statutory approach and a conceptual approach.*

**Findings** - *The result of this study shows that the meaning of Extremism is the thoughts, attitudes, and actions of people or groups of people who demand a change and oppose the structure of society. It is expressed loudly, including the spread of negative stereotypes, forces, intimidations both individually and groups in order to build homogeneous certain ideological and religious.*

**Research limitations** - *The existence of Presidential Regulation Number 7 of 2021 is to clarify and protect the state towards extremism. This research is limited to extremism meaning and the polemic of the meanings that exist in the regulations established through Presidential Regulation Number 7 of 2021.*

**Originality/value** - *This research is a new study regarding extremism using legal perspective in Indonesia in examining Presidential Regulation Number 7 of 2021 which considered contains contradictions.*

**Keywords** : Violence, Extremism, Contradictory, Covid-19

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# Track: Creative Industries



# Customer Knowledge Management in Creative Industries Digital Transformation - The adoption of E-Commerce and Marketplace Platform for SMEs in Surabaya - Indonesia during Pandemic - Covid 19

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## Abstract

**Background** - *This paper is the research of the use of digital marketing by herbal drinks SMEs' Surabaya by utilizing marketplace platforms. The emergence of COVID-19 has changed how SME's approaches their customers. Social distancing forces businesses to change their marketing strategies, however, many businesses in Indonesia especially SME's are not yet familiar with using digital marketing. Thus, this research seeks to answer how the herbal drinks SME's utilizes digital marketing platforms during the pandemic Covid19, and how it relates to the improvement of customer values and SME's performance.*

**Purpose** - *The aim of this research is to comprehensively explore the implementation of digital marketing platforms by SME's herbal drinks during pandemics. The primary reason of this study exploring how SME's herbal drinks utilizing online digital marketplace platform is the interest to examine the ways these SME's develops a well-managed customer value to triumph the competitions.*

**Design/methodology/approach** - *To achieve the research objectives, this study utilizes qualitative exploratory research. The informants who are participated in this study are key persons of SME. The semi-structured (open-ended) in-depth interview is used to collect primary data in this study. Data verbatim is analyzed based on the specific narrative which relates to specific issues and being elaborated with the theoretical and references analysis.*

**Findings** - *The study indicates that during the pandemic COVID19 the herbal drinks SME have utilized several marketplaces, such as tokopedia and gofood. Before the pandemic, these SMEs has a wide range of customers who regularly consume their products. However, pandemic and social distancing policy force them to find new customers by the new strategy. Despite the fact that somehow herbal drinks are promoted as one of the most popular commodity during the pandemic, the SME's finds it difficult to reach the customer compare to before the pandemic. They admit that the use of digital platforms help SME reaches their customer although prospective buyers are uncertain. However, due to the nature of their products, SME's finds that specific major marketplace apps do not help to improve the sales value. Whatsapp and chat apps have become the most favorable marketplace compares to other real digital marketplace apps because they find it accessible for them as well as for the customers. Digital marketplace app such as Tokopedia or shoppee are placed as promotion tools.*

**Research limitations** - *Since the research was carried out only for herbal drinks SME's that has specific product characteristic, the findings of this study may have not represented the potential of an e-commerce platform for other types of SME's which has different natures of their products.*

**Originality/value** - *The research focuses on the SME's herbal drinks that have paradox positions during the pandemic. Pandemic boosts the sales of herbal drinks nationwide but at some stages, the SME hardly finds the customer. The digital marketplace applications are promoted as helping the SME to find the customer but due to the nature of their products, the SME finds it difficult to utilize these apps to meet their needs.*

**Keywords** : Marketplace, SME, Digital Marketing, Digital Platform, Customer Knowledge Management

# Track: Human Resources Management



# Analysis of Community Competence Development in Improving Lives through Small and Medium Enterprise Investment in the Pandemic Era in East Timor

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<sup>1,2</sup>Airlangga University

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## Abstract

**Background** - *community competence development in improving life through investing in small and medium enterprises is one of the beneficial alternatives for groups and individuals for the welfare of superior local community's wellbeing.*

**Purpose** - *the purpose of this study is to determine the basic provisions of the small and medium business investment group in the local area, related to hard and soft competence which are used as criteria for giving, receiving, and solving problems.*

**Design/methodology/approach** - *the method used in this study used a thematic descriptive qualitative analysis approach, the sampling method was taken by six people representing 28 people including the core structure for semi-structured interviews. The technique used is a non-probability sample, by exploring sources of information using purposive sampling and snowbal sampling.*

**Findings** - *the results in general found that; first: all participants are ready to face risks and challenges from different perspectives, second: for hard competences such as education, it is sufficient, and experience in investing from groups and individuals is still lacking, while technical skills are more lacking, third: for soft competences such as curious dominant, conventional verbal and written communication is very good, while creativity is still lacking.*

**Research limitations** - *torders that occur in the writing of this journal article include inappropriate timing, pandemic situations and social distancing, data analysis from informants that is still limited and not maximized (the six most important participants from the group were recorded), have not carried out thematic analysis, conclusions are given based on the analysis. general from the interview. Therefore, further studies are needed to contribute internally and externally to all areas that have potential for investment.*

**Originality/value** - *the novelty here is to build a micro-economy from capital investment in groups to improve a better life for people who do not have maximum income. Meanwhile, the gap is that it requires maximum theoretical and practical training for hard and soft competencies. So, this group can expand and develop investment, control, manage, and evaluate safety.*

**Keywords** : *competence development, improving life, investment and small and medium enterprises.*

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# Linking Transformational Leadership, Organisational Climate, and Organisational Trust with Innovative Work Behavior

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## Abstract

**Background** - During the COVID-19 pandemic, the Open University of Indonesia (UT), as the first, largest, and most experienced distance learning education institution in Indonesia, is currently facing various challenges. Online learning, initially a reliable service for UT, has now been adopted by all face-to-face universities in Indonesia. To compete in increasing competition, UT needs to make various innovations to adapt to turbulence and sudden changes. Innovation starts from an idea called innovative work behavior, which is essential to create various innovations in processes, services, and better products.

**Purpose** - The purpose of the research is to investigate the influence of transformational leadership, organizational climate, and organizational trust on the innovative work behavior of lecturers working in UT.

**Design/methodology/approach** - This study is a quantitative research. Primary data obtained through questionnaires. With a simple random sampling technique, 130 lecturers became research respondents. The demographic data analyzed with descriptive analysis, while Ordinary least square was used to test the hypothesis.

**Findings** - Findings showed that organizational climate significantly influenced lecturers' innovative work behaviour, followed by transformational leadership and organizational trust. The empirical model developed in this study is reasonably fit. It means transformational leadership, organizational climate and organizational trust, are pretty good at explaining variations in innovative work behaviour.

**Research limitations** - First, future researchers can examine other variables that can influence innovative work behaviour. Second, this study uses cross-sectional data, so there are limitations in data coverage, especially in capturing the dynamics of innovative work behaviour across time in organisations.

**Originality/value** - First, few studies discuss innovation behaviour at the individual level; most previous studies analyse innovation behaviour at the organisational level. Second, This study contributes empirical evidence regarding innovative work behaviour in the context of Open Distance Learning Organisation.

**Keywords** : Innovative work behaviour, transformational leadership, organizational trust, organizational climate

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# The Development of Kindergarten Teacher's Personality Through Knowledge Sharing During The Covid-19 Pandemic

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## Abstract

**Background** - Covid-19 pandemic has had a significant impact on education, as well as occurred in early childhood education where the learning process is conducted online. A teacher who holds an essential role in education is required to have the readiness to face change. Hence, the teacher must have personality competence to support the learning process's success.

**Purpose** - This study discusses kindergarten teacher's personality development through knowledge sharing in dealing with the learning process's changes during the Covid-19 pandemic.

**Design/methodology/approach** - The methodology in this study used a qualitative approach and descriptive data analysis technique. The data were collected through the deep interview method, and the informants were the principal and teachers of Kartini Amadanom Kindergarten.

**Findings** - The result of this study indicated that knowledge sharing made a positive contribution to teacher's personality development endeavors. In other words, if knowledge sharing with teachers is conducted well, the teacher's personality development endeavor well.

**Research limitations** - This study has limitations, such as the fact that the research scope is limited to one school. In further research, researchers can discover further a teacher's personality development through knowledge sharing by comparing to data from other schools and adding it as another method to accelerate the development of teachers' personalities.

**Originality/value** - This study gives an alternative solution to develop the teacher's personality to confront online learning as an effect of the Covid-19 pandemic. The result of knowledge sharing aims to arrange the process of online learning.

**Keywords** : personality development, knowledge sharing, covid-19

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# Analysis of the Change Management Phase in Start-Ups of UNAIR Business Incubators during the Covid-19 Pandemic

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## Abstract

**Background** - *The Covid-19 pandemic which has spread almost all over the world has paralyzed various sectors. This also has an impact on existing business developments, according to Mulya (2020) there was a significant decrease in the company's income during the Covid-19 pandemic. Same situation also hits most start-up of Business Incubator the Universitas Airlangga Surabaya . For this reason, new strategy is required to survive; so that start-ups in Universitas Airlangga Business Incubator is stable and keep being productive during the Covid-19 pandemic.*

**Purpose** - *The purpose of this study is to find out the strategies carried out by start-ups which are placed at the Universitas Airlangga Business incubator for survival during the crisis times and how they respond to Change Management.*

**Design/methodology/approach** - *This study uses qualitative methods for descriptive purposes. The implementation of this method is conducted by using online observation.*

**Findings** - *In this Covid-19 Pandemic, it requires them, to apply change management. The change management they create goes through four important phases, namely Rejection, Resistance, Exploration and Commit. The Exploration phase is the most important phase in realizing change management so that the company does not go downhill. Also by the observations, researcher find out that in this phase, start-up triggered to find new solution and innovation in maintaining business stability in the midst of the Covid-19 Pandemic.*

**Research limitations** - *Because this research uses qualitative methods, the research results cannot be used as a guide in other companies. For this reason, further research is expected to use quantitative methods to determine the relationship of change management to other factors along with applicable approaches.*

**Originality/value** - *The novelty in this research is to examine the most important phase in change management at start-ups of Universitas Airlangga Business Incubator when experiencing an uncertain situation (covid-19 pandemic).*

**Keywords** : *Start-up, Change Management, Covid-19 Pandemic, Human Resource Management, Survival*

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# Talent Management System: Affirmative Policy in Multi-Branches Company during the COVID-19 Restriction Period (Fenomenology Study at Tanobelfood - Cleo)

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## Abstract

**Background** - talent management has been considered as traditional breakthrough toward a good company succession planning system in ensuring insignificant effect if the employee (s) is no longer working at the company. COVID-19 with its various impact has made various companies to adapt their policies including how this talent management system is implemented based on affirmative policy.

**Purpose** - The purpose of the research, is to identify how the talent management system can keep running and cascade it with those various constraints from government policies therefore it will not affect the succession plan within many branches of the company.

**Design/methodology/approach** - This study is a phenomenology study where researcher conducts interviews with related parties in the company. Phenomenology interviews were conducted to HR Manager and those who were included in company's talent pool system. The result of the interviews were deepened with various relevant documents.

**Findings** - result revealed that talent management system can run properly with numerous adjustments according to applicable standart named affirmative policy. The training and development program is carried out in stages with an online system by prioritizing talent who is included in pool one of the nine grade system.

**Research limitations** - this study limited to identify talent management based on employee work competency which can be more elaborated on personality's view next up.

**Originality/value** - this study valued comperensive talent management system by implementing affirmative policy during restriction period enacted by government.

**Keywords** : Talent Management, Affirmative Policy, Company

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# Knowledge Sharing Behavior Shaped by Organizational Climate, Social Network, Perception, and Achievement Motivation

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## Abstract

**Background** - *To date, knowledge sharing commonly discussed just as a part of knowledge management. However, knowledge sharing as a behavior is imperative to be investigated and managed carefully at a firm level.*

**Purpose** - *The study was aimed to examine employee sharing behavior shaped by organizational climate, social network, individual perception on knowledge itself, and achievement motivation. It was expected to impart more explanation of causal effects on knowledge sharing behavior among employees.*

**Design/methodology/approach** - *Data collected from questionnaires filled by 121 respondents who work at a multinational company operating in Indonesia (PT MII). Path analysis was used to evaluate causal model among variables.*

**Findings** - *Result indicates that achievement motivation acts well as an intervening variable influences knowledge sharing behavior. Organization climate has a strongest path among variables with good practices performed by a supervisor; corporate policy to deploy knowledge; a knowledgeable feedback and corrective actions; and an assignment with a considerable time to deadline. Members respect to the act of a valuable knowledge shared; colleagues or leaders acknowledge sharing behavior; and well informed about current state of company are essentials as expected from a proper knowledge social network. Employees perceived that sharing behavior encouraged first in the network, promoted and managed by the organization, and lastly as a personal initiative. Motivated employees sharing for self's empowered, a sense of self merit, and share first at the situation of immediate and necessity. Idea for a better work more often shared than to find solutions for instant actions, tacit knowledge tends to be shared when requested, self's refined knowledge shared individually rather than at a workgroup, and still there are some reluctances of senior owners to contribute their precious tacit knowledge at once.*

**Research limitations** - *Limitations related to a sample size, a single site company observed, and shortlisted variables, those to be improved with extending explorations on how types of knowledge assets shared for a specific industry.*

**Originality/value** - *This research proposes a course of actions on strengthening knowledge sharing behavior through organizational development framework.*

**Keywords** : Knowledge Sharing Behavior, Organizational Climate, Social Network, Individual Perception, Achievement Motivation.

# ANALYSIS OF THE LEADERSHIP PATTERNS EFFECTIVENESS IN ENCOURAGING THE PERFORMANCE OF MEMBERS OF EAST JAVA PROVINCE REGIONAL HOUSE OF REPRESENTATIVES OF: THROUGH INCREASING MOTIVATION AND INTEGRITY

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## Abstract

**Background** - *Improving the capability of the Regional House of Representatives (DPRD) in implementing the legislative function requires skillful human resources, especially in the fields of politics and legislation. Increasing member capabilities is intended to encourage member performance. One of the main factors that determine member performance is leadership style. An effective leadership style is able to increase work motivation and work integrity of the members, which in turn boosts member performance.*

**Purpose** - *This study focuses on how the leadership style in the Regional People's Representative Council (DPRD) of East Java Province can affect the performance of members.*

**Design/methodology/approach** - *The approach used in this study is qualitative approach. This research data comes from informants through interviews and documentation.*

**Findings** - *This study found that the East Java Regional People's Representative Council applies a leadership style that tends to involve members in making decisions, delegate authority, encourage work participation and also use feedback as an opportunity to develop members. Most members feel that the applied leadership style has proven to be effective in boosting member performance, especially in encouraging work motivation and work integrity. High work motivation indeed raises the morale of members, while high work integrity directs members to the goals to be achieved. Research on leadership style, work motivation, work integrity and how the three relate to the performance of East Java Regional People's Representative Council members has never been done previously, so this research is expected to be a reference for future researchers.*

**Research limitations** - *The limitations of this study are that it has not been able to explain how much influence the applied leadership style has on work motivation and integrity, and the influence of work motivation and integrity on member performance.*

**Originality/value** - *Research on leadership style, work motivation, work integrity and how the three relate to the performance of East Java Regional People's Representative Council members has never been done previously, so this research is expected to be a reference for future researchers.*

**Keywords** : *East Java Regional People's Representative Council, Leadership Style, Work Integrity, Member Performance, Work Motivation*

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# Environmental Professionalism Based on Concept Value Creation for Employees PT PLN (Persero)

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## Abstract

**Background** - Professionalism is one of the requirements in an effort to create a quality work climate. PT PLN is also trying to build it, one of it is through value creation in order to create a strengthening work climate. To create this value, one of its manifestations is the creation of environmental sustainability factor values for PT PLN employees, in order to it can be the basis for HR management and employee professionalism improvement.

**Purpose** - The research aims to analyze and identify the existence of value creation in increasing awareness of the contents of environmental sustainability among employees in PT PLN (Persero). The issue of sustainability and environmental sustainability is a mandatory consideration in every line of electricity activity in company. The research seeks to find out and analyze the existence of value creation regarding environmental issues on work professionalism for employees in PT PLN (Persero).

**Design/methodology/approach** - This Qualitative Response Research uses Logistic Model Regression as technical analysis. The research took data from PT. PLN (Persero). The data, it will be processed and discussed later, there obtained from key informants and additional informants which made into dummy variables (1 and 0). Key informants in this research were selected by purposive sampling method.

**Findings** - Through the research, it was found that the creation of work value in HR as an effort to maximize the performance of employees in PT. PLN to develop the quality and value of the consideration of environmental sustainability programs and issues in company has a significant positive relationship. Furthermore, employees' concern for environmental sustainability issues and programs will have a significant positive effect on increasing corporate value creation.

**Research limitations** - The limitation of the research is the data source which focuses only on employees in PT PLN and in the future, it can be developed by analyzing environmental professionalism based on the concept of value creation in other companies.

**Originality/value** - The novelty of the research is focus to analyze environmental professionalism based on the concept of value creation in a company, especially at PT PLN has not been carried out by other studies.

**Keywords** : Environmental Professionalism, Value Creation Concept, Employees of PT PLN

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# Performance Model and Quality of Worklife Reviewing from Mastering Technical Competence and Safety Culture Aspects on Automatic Train Operators Millennial Generation

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<sup>1,2,3</sup>Unj Jakarta

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## Abstract

**Background** - MRT and LRT are automatic train needed operators who had high performance that support the company's performance with adequate technical competence and good safety culture. Besides, it was also supported by quality of work life so that the technical competence and safety culture played a maximum role. The existence of quality of work life was expected to support the improvement of HR performance. However, there was a gap between the characteristics of the millennial generation at Automatic Train operators who were dynamic and easily bored with the type of work that was static and monotonous.

**Purpose** - This study aims to analyze the influence of technical competence and safety culture on HR performance directly and through quality of work life as an intervening variable

**Design/methodology/approach** - This research is a quantitative research using survey method. The sample of this research is the automatic train operator at MRT Jakarta and LRT Jakarta which was taken using proportional random sampling, totalling approximately 200 people. The research data analyzed using SEM.

**Findings** - Technical competence and safety culture had a direct effect on the human resources performance of automatic train operators at MRT and LRT Jakarta. However, quality of work life did not have a role in supporting the influence of technical competence and safety culture on the HR performance of automatic train operators millennial generations. Quality of Work Life was not able to encourage the influence of technical competence and safety culture on the human resources performance of Automatic Train operators at MRT and LRT Jakarta.

**Research limitations** - This study was limited in the efforts to analyze the relationship between variables using a closed questionnaire, so it could not explore the background of the respondents in dealing with jobs that were not in accordance with their characteristics.

**Originality/value** - The originality of this research was in the sample of the study, the Automatic Train operator at MRT and LRT Jakarta, which was the millennial generation which based on theory tended to have dynamic characteristics and did not like monotonous work. Thus, this study was more representative in describing the performance conditions of millennial HR who work in places that were contradictory to their characteristics. So far there had been no research that raises the performance of HR with contradictory samples between the characteristics and types of work.

**Keywords** : Quality of work life, technical competence, safety culture, HR performance, millennials

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# Improved Employee performance through Transglobal Leadership, Organizational Support and Work Engagement

tundung subali patma<sup>1</sup>, Karisma Sri Rahayu<sup>2</sup>, Sumainah Fauziah<sup>3</sup>, Ina Syarifah<sup>4</sup>

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## Abstract

**Background** - To handle priority customers in the company, employees need more performance; this is because it can impact company profits and organizational goals. Based on this, it is necessary to have Supported from the company to improve employee performance so that organizational goals can be adequately achieved. Employee behavior in improving their performance is a response to the Support provided by the company through Transglobal Leadership, organizational Support, proactive personality and can then encourage work engagement.

**Purpose** - This study aims to determine the factors that can affect Work Engagement in improving performance to determine the most dominant factors affecting the performance of Bank Rakyat Indonesia (BRI) Prioritas employees in Indonesia.

**Design/methodology/approach** - This study uses an explanatory with a quantitative approach. The data used in this study is primary data collected by distributing questionnaires to 200 BRI Prioritas employees in Indonesia using the online method using google form. The technique sampling in this study used the proportional random sampling method""determination of the number of samples using the Roscoe formula.

**Findings** - The findings show that a Proactive personality can moderate the relationship between Transglobal Leadership and Work Engagement. It also has an impact on improving the performance of BRI Prioritas employees in Indonesia. Organizational Support in the company can increase Work Engagement and Employee performance.

**Research limitations** - This research only focuses on priority BRI bank employees; in the future, it may be possible to expand the object of research to large-scale manufacturing companies.

**Originality/value** - This paper proposes how employees' proactive personality affects their response to Transglobal Leadership behavior. Based on this, it is hypothesized that a proactive personality might moderate the effect of Transglobal Leadership on Work Engagement. This paper will help banking managers to understand that employees benefit from the company not only in the form of financial benefits but also in the form of non-financial benefits. Non-financial benefits can be in the form of management support and employee freedom to complete their work. In this case, Transglobal Leadership, proactive personality, organizational Support, work engagement provided by the company as Support for employees are expected to improve employee performance.

**Keywords** : Transglobal Leadership, proactive personality, Organizational Support, Work Engagement, Employee performance

# IDENTIFICATION OF CAPABILITY, ANXIETY AND RESILIENCE ON CEO'S TRANSFORMATIONAL LEADERSHIP

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## Abstract

**Background** - Covid-19 has significantly impacted the global economic sector, including that of Indonesia. Indonesia's economic growth during the first quarter of 2021 was 2.97% lower than what was originally predicted by Bank Indonesia to be by 4.4%. The global economic during the last decade grew rapidly following the Covid-19 pandemic. An organization's success to survive and sustain originates from how the organization effectively and aggressively applies the right strategies in response to such a change. CEO's capability in this case is defined as CEO's full and comprehensive power and ability to become a drive for reaching the organization's goals. CEO also develops anxiety which becomes an obstacle to leadership innovation and transformation. They have to deal with annoying distress and anxiety in a confident way in order to prevent potential business failures. Resilience refers to the ability to cope with highly annoying continual distress in an appropriate way.

**Purpose** - The research is intended to identify CEO's capability, anxiety and resilience in terms of transformational leadership.

**Design/methodology/approach** - The research employs qualitative method with analytical descriptive model.

**Findings** - The result of research suggests that CEOs that have adopted transformational leadership develop goals identification, among others 1.) CEO's ability to improve individual capability to become an innovative, transformative, and capable of problem solving; 2.) CEO's capability to control and lower their anxiety by means of self-efficacy to ensure assertiveness while making decision and to make sure that their intellectual capacity remains stable; 3.) CEO's high resilience that helps CEO's flexibility to plan, direct and run the organization in an optimum way.

**Research limitations** - Transformational CEOs can also foster relational identification through interpersonal and interactional, such as intellectual stimulation and individualized consideration.

**Originality/value** - Intellectual transformational leaders are able to stimulate and encourage staff to break away from old ways of thinking to solve problems.

**Keywords** : Capability, Anxiety, Resilience, Transformational Leadership, CEO

# Negative Impact of Health Insurance Fraud in Hospitals

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## Abstract

**Background** - *Fraud is one of the things that can hinder the sustainability of the national health insurance program because it causes financial losses and creates legal problems for the perpetrators. Hospitals as health service providers in the health insurance program should be free from fraud. Fraud still occurs and is a problem that must be resolved because the impact is very dangerous.*

**Purpose** - *To describe and analyze the effects of health insurance fraud that occur based on the experience of health workers working in hospitals.*

**Design/methodology/approach** - *this study uses a qualitative method with a phenomenological approach. Data collection methods were carried out through interviews, focus group discussions, and document studies. The number of participants in this study was 44 people consisting of doctors in charge of services, nurses, midwives, and case-mix team. Data analysis used the Moustakas method with the stages of reduction and elimination of data, data thematization, textural description, structural description, and synthesis of data*

**Findings** - *The study found that negative impact of health insurance fraud in hospitals is legal sanctions, social sanctions, financial sanctions, professional sanctions, moral damage, the reputation of the hospital is damaged, hospital services are bad, the work environment is uncomfortable, becomes a culture, and harms patients*

**Research limitations** - *The study was only conducted in two government hospitals and lack of disclosure of informants about fraud that occurred in hospitals*

**Originality/value** - *Health insurance fraud in hospitals has many negative impacts not only on financial and legal aspects.*

**Keywords** : *fraud impact, health insurance, hospital*

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# How Anxious! Exploratory Study of Critical Incidents in the Organizational Change of the “New Kid on the Block”

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## Abstract

**Background** - In 2020, Indonesia held simultaneous elections in 270 regions. A total of 185 pairs of regional heads were inaugurated in February 2021, of which 114 officials were incumbents while 255 other officials were elected for the first time or called "The New Kid on the Block". The newcomers caused massive organizational changes due to political changes to achieve the new vision promoted during the campaign.

**Purpose** - This exploratory study of critical incidents examines the anxiety felt by local government officers due to organizational changes brought by the new kid on the block.

**Design/methodology/approach** - The methodology used is the Critical Incident Technique (CIT). The CIT was chosen because of its appropriateness concerning the theoretical framework and the exploratory nature of this study. Data were obtained from 26 informants who served as head of the Local Department in cities which is lead by the new kid on the block.

**Findings** - The findings describe the causes, course, and consequences of the anxiety felt in response to organizational change brought by the new kid on the block. The causes of the anxiety were categorized as a political choice, fear to lose, tactical budget spending, systems and policy change, and culture change. The anxiety manifested in negative, cognitive, and behavioural reactions. The consequences are divided into in-circle and out-circle actions.

**Research limitations** - This research is limited to informants who are the top leader in a local department of three cities in Indonesia. In the future, it can be developed at the intermediate to technical levels of local department officers.

**Originality/value** - This study explores anxiety that is rarely explored in organizational change, especially in the context of political policy changes in local governance. This study comprehensively describes the sources, course, and consequences of the anxiety due to organizational change brought by the new kid on the block.

**Keywords** : Anxiety, Organizational Change, Local Government, Critical Incident Technique, Indonesia

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# Reviewing the Human Capital Performance Stimulants of Private Employees in Indonesia: The Role of Job Satisfaction as a Mediator

Hery Pandapotan Silitonga<sup>1</sup>, Ady Inrawan<sup>2</sup>, Lenny Dermawan Sembiring<sup>3</sup>, Darwin Lie<sup>4</sup>, Sri Rezeki Putri Tanjung<sup>5</sup>

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## Abstract

**Background** - *The effectiveness that organizations and companies want to achieve cannot be separated from human capital performance. Therefore, the urgency of human capital performance is used as a benchmark for organizations and companies to achieve the vision and mission together and serve as a basis for policy making on the maintenance and improvement of human capital performance in the future.*

**Purpose** - *This research aims to find out the stimulants that affect the human capital performance of private employees.*

**Design/methodology/approach** - *The quantitative causality approach is used in this study to answer the formulation of research problems and research hypotheses. Next, the researcher tested the hypothesis using Structural Equation Modeling (SEM) based on a variant called Partial Least Square (PLS) and the SmartPLS version 3.0 application as a tool to analyze it.*

**Findings** - *The results of this research conclude that six hypotheses that examine the direct effect of self-leadership, organizational justice, and work environment on work satisfaction obtain positive and significant results. Then self-leadership, teamwork management, and work satisfaction on human capital performance also obtained positive and significant results. In addition, the results of this research also confirm the positive and significant mediating effect of work satisfaction on the indirect effect of self-leadership, organizational justice, and work environment on human capital performance.*

**Research limitations** - *For further research, the author recommends to further researchers to develop variables that are suspected to be the main predictors to encourage work satisfaction and human capital performance to provide complete recommendations regarding the development of human resource performance, especially for millennial workers.*

**Originality/value** - *Furthermore, factors that can affect human capital performance will enable management to take the necessary policies to improve the performance of its employees to match the expectations of management. This study presents a research model related to human capital performance in terms of self-leadership, teamwork management, and work satisfaction and the contribution of self-leadership, organizational justice, and work environment to work satisfaction.*

**Keywords** : *work satisfaction, human capital performance, private employees*

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# Predictors Affecting Millennial Generation Work Satisfaction in Pematangsiantar City

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## Abstract

**Background** - *In running the company's operations, the role of skilled and expert human resources is needed to run it to achieve its goals effectively and efficiently. To support the role of skilled and expert human resources, optimal job satisfaction is needed for employees to encourage increased performance*

**Purpose** - *The urgency of this study is to determine the predictors that affect the job satisfaction of millennial workers in Pematangsiantar City.*

**Design/methodology/approach** - *This research instrument used a questionnaire distributed to 120 respondents who worked in companies and banks. Next, the researcher tested the hypothesis using Structural Equation Modeling (SEM) based on a variant called Partial Least Square (PLS) and the SmartPLS version 3.0 application as a tool to analyze it.*

**Findings** - *The results of this study concluded that five hypotheses were accepted, and 1 hypothesis was rejected. The rejected hypothesis is that organizational justice has no significant effect on work satisfaction. Furthermore, for the effect of organizational climate, organizational commitment, reward, and work environment on work satisfaction, significant results were obtained. Then, for the effect of work satisfaction on employee performance, significant results were obtained.*

**Research limitations** - *For further research, the author recommends to further researchers to develop variables that are suspected to be the main predictors to encourage job satisfaction and employee performance to provide complete recommendations regarding the development of human resource performance, especially for millennial workers.*

**Originality/value** - *The novelty of this research is oriented towards measuring the level of satisfaction of millennial workers, considering that in 2030-2040 the country of Indonesia will get a huge demographic bonus. The author tries to include elements of organizational climate, organizational commitment, reward, organizational justice, and work environment in one model to determine how much influence it has on the level of satisfaction and its impact on performance.*

**Keywords** : *Work Satisfaction, Employee Performance, Millennial Generation*

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# Systematic Literature Review: The Impact of Work From Home on The Performance Of Government employee (ASN) during Coronavirus Period

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## Abstract

**Background** - *The implementation of WFH is because of compulsion brought about by Coronavirus. So that there are numerous issues that emerge when the execution of this approach is carried out for government employee. Since perhaps the main public service factors for an association is the efficiency of its representatives, realize whether WFH affects usefulness, regardless of whether it is positive or negative and whether there has been an adjustment of these variables.*

**Purpose** - *This study aims to examine the literature on the impact of WFH on the presentation of government employees during the Coronavirus period.*

**Design/methodology/approach** - *This research is a literature study by comparing journals from previously published literature contained in the journal databases of Emerlard Insight, Scopus, Science Direct, and Springerlink.*

**Findings** - *The execution of the WFH framework in government establishments is less successful on account of a few inadequacies that make the exhibition of representatives in government foundations less proficient. However, the beneficial outcomes of WFH are acclimations to the work framework (adaptability in setting work spots and hours, setting WfH and WfO, executing powerful open administrations; second, support from the HR The board mechanical assembly (representative execution assessment, observing and management, worker discipline); and third, foundation support (planning offices in the working environment, improving the utilization of innovation, and keeping up with data and network protection).*

**Research limitations** - *This exploration was just taken in 2019-2021 and a couple of government establishments tried the impact of WFH on the presentation of government employees. More proof is required from different public areas of government.*

**Originality/value** - *The far and wide selection of work-from-home will permit specialists not exclusively to gather information from government workplaces that are prepared for working from home, yet in addition all the more critically from government workplaces that are not yet prepared for it are as yet attempting to adjust. A basic knowledge and related suggestions ought to have been created for future strategy choices.*

**Keywords** : work from home, employee performance, civil states apparatus Indonesia, Coronavirus

# Comparison of Intergenerational Employee Professionalism at the Faculty of Vocational Studies Universitas Airlangga In Pandemic Covid-19 Era

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<sup>1,2</sup>Universitas Airlangga

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## Abstract

**Background** - *The Covid-19 pandemic that has suffer Indonesia since 2020 has had a significant impact on various corporate and industrial sectors. One of them is the education sector. Faculty of Vocational as one of the youngest faculty at Universitas Airlangga is also affected by this pandemic. Problems related to professionalism at work during the Covid-19 pandemic began to emerge.*

**Purpose** - *To find out the comparison of Intergenerational Employee Professionalism at the Vocational Faculty of Airlangga University in the COVID-19 pandemic situation.*

**Design/methodology/approach** - *Based on the problems studied, the method used in this study is a descriptive method with a qualitative approach. From a total of 113 employees of the Faculty of Vocational Studies, Universitas Airlangga, researchers took 3 samples from each generation randomly. The research was conducted by interview method using zoom meeting.*

**Findings** - *The results of this study indicate that: the baby boomers prefer to work offline because they are unable to provide maximum performance for their work. This is due to the inability to master the Internet of Things, computer equipment, and not being able to follow the service system that has been changed to completely online. On the other hand, millennials prefer online work models. This is due to the ability to master the Internet of things and more computer equipment which makes this generation much easier and more adaptive to the service system that is converted to online. So it can be concluded that the Covid-19 pandemic situation has an impact on intergenerational professionalism especially in Faculty of Vocational Studies Universitas Airlangga.*

**Research limitations** - *The limitation in this study is a research on the comparison of professionalism between generations at the Faculty of Vocational Studies Universitas Airlangga which was conducted during the covid-19 pandemic.*

**Originality/value** - *The research was conducted during a crisis period, namely the Covid-19 pandemic. During this difficult time it would be significant to see a comparison of professionalism between generations compared to normal situations.*

**Keywords** : *profesionalism, baby boomers, millenial, pandemic covid-19*

# The influence of managerial effectiveness, work environment, and trust to quality of work of experts, member of the parliament (DPR RI)

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## Abstract

**Background** - *The limited ability of members of parliament (DPR RI), requires the support from expert for parliamentarian with good quality of work.*

**Purpose** - *The Study aims to examine and analyze the influence of managerial effectiveness, work environment, and trust, on the quality of work of expert for parliamentarians.*

**Design/methodology/approach** - *A quantitative approach is used in this study, by selecting eight paths that connect variables, either directly or indirectly. The analysis of this study uses the LISREL Structural Equation Modelling (SEM) method, with a sample of 295 people from 1120 populations experts from parliament members, who are attached to parliamentarians.*

**Findings** - *Empirical testing show that, the variables of managerial effectiveness, work environment, and trust, all have a positive and significant effect on the quality of work of parliamentarians' experts. The biggest influence is on the path of managerial effectiveness on work quality.*

**Research limitations** - *This research is limited to only examining experts on members of parliament, not including experts on factions, and experts on other parts of parliament.*

**Originality/value** - *Increasing managerial effectiveness will increase the quality of work of parliamentarians' experts, this increase is higher than the increase in other variables.*

**Keywords** : *quality of work, managerial effectiveness, work environment, trust*

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# Personality Development of Millennial Employees by Using The 'Mindfulness E-Learning' Training Model at PT. Oriental Royal

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<sup>1,2</sup>Airlangga University

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## Abstract

**Background** - John (2019) *The millennial generation is a generation that is unstable, things that are easy and instant, multitasking, critical of social phenomena, and gets bored easily with static things, this generation is also impatient, easily stressed, burn out, difficult to focus, and easily bored. According to Munandar (2001) efforts need to be made to overcome the problem. One of the efforts the problem is mindfulness training. Mindfulness training can overcome stress, burn out, and difficulty focusing because it uses a series of exercises designed to train participant minds to stay focused and open to everyday conditions, including stressful conditions (Chielsa & Malinowski, 2001).*

**Purpose** - *This study aims to determine the implementation of the Mindfulness E-learning training model for the personality development of millennial generation employees at PT. Royal Oriental.*

**Design/methodology/approach** - *This research is a descriptive research with a qualitative approach. The sampling technique used in this study is purposive sampling. The data analysis technique used in this research is the interactive model of analysis proposed by Miles & Huberman (1984). The interactive analysis technique has three main components, namely data reduction, data display and conclusion drawing.*

**Findings** - *The results show that Mindfulness E-learning can be used as a good reference for every company for the personality development of millennial employees because it can be used to focus on current events, work completed on time, and peacefully soul, so that millennial employees can fix the problems that can interfere with work.*

**Research limitations** - *In this case, the research sample was taken based on certain goals or objectives, namely those specifically for millennial employees (those born around 1980-2000). The research data was taken using interview techniques obtained from six millennial employees.*

**Originality/value** - *The millennial generation was born at a time when advanced technology was developing. This has implications for the attitudes and behavior of the millennial generation, which are difficult to separate from gadgets on a daily basis. With the implementation of electronic-based mindfulness training, it can make millennial employees a favorite because of easy accessibility in the training process. With the implementation of the e-learning model, training participants can access it easily anywhere and anytime.*

**Keywords** : *personality development, millennial employees, mindfulness e-learning*

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# Professionalism Development of Innovative Advocates in the Perspective of Legal Development in Indonesia

Airlangga Justitia<sup>1</sup>, Bagus Oktafian Abrianto<sup>2</sup>, Izzah Khalif Raihan Abidin<sup>3</sup>, Yuslina Kusumandari<sup>4</sup>

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## Abstract

**Background** - Advocate exists as a noble and honorable profession (*officium nobile*) as regulated in Law Number 18 of 2003 concerning Advocates that required to comply with the established professional standards. In the digital era, advocates who join the Indonesian Advocates Association (PERADI) must be able to adapt to the development of information technology

**Purpose** - The self development to technology is called a cyber lawyer. Having an important role in law enforcement and justice in Indonesia, advocates must improve their professionalism by understanding the meaning of innovative advocates and advocate professionalism.

**Design/methodology/approach** - This study uses a qualitative approach, using data from interviews and documentation. The subjects in this research are advocates who are members of the Branch Leadership Council (DPC) of the Indonesian Advocates Association (PERADI) Surabaya City. The data obtained is then analyzed by reducing and compressing in order to draw conclusions. The results of this study come from verified conclusions. In the context of the development of the advocate profession in Indonesia related to information technology systems

**Findings** - In the future, the process of providing legal assistance such as consultation can be carried out online using a virtual application which provides convenience for both clients and advocates. In addition, legal assistance by Indonesian lawyers can be carried out across countries under the condition of having a license as an international lawyer.

**Research limitations** - This research is limited to research on innovative advocates within the PERADI Surabaya institution

**Originality/value** - This research is different from previous studies because this research focuses on what innovations can be developed by advocates, especially those who are at DPC PERADI Surabaya. This innovation relates to services that can be provided by advocates associated with the development of information technology.

**Keywords** : Advocate, Professionalism, Cyber Lawyer, Legal Aid, Online Consultation

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# Competency Development Salt Farmers Skills in Pademawu Sub-District, Pamekasan Regency

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## Abstract

**Background** - *Many salt-farmers in Pademawu lived in the middle to lower economic class because they still produced bad raw-salt.*

**Purpose** - *This study aimed to arrange a new model of developing salt-farmers' skill to produce a high amount of salt in better quality.*

**Design/methodology/approach** - *Qualitative method was used in this study. The data presented were the result of interview and observation. The researcher acted as a research instrument that went directly to the field to obtain accurate data. The data analysis technique used was domain analysis, which sought to analyze general descriptions of research object at surface level but relatively intact about the object of research.*

**Findings** - *The result analysis of this study was targetted to obtain complete description of the object without mentioned detail elements of the object research.*

**Research limitations** - *This research only discusses the development of salt farmer skills competency.*

**Originality/value** - *This research was expected to give valuable contribution of model of developing salt-farmers' skill.*

**Keywords** : *Competency Development, Salt Farmer Skills, Pademawu Sub-district*

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# PARADOX BETWEEN WELFARE AND PROFESSIONALISM IN INDONESIAN NATIONAL POLICE

Eko Iskandar<sup>1</sup>

<sup>1</sup>Sekolah Pascasarjana

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## Abstract

**Background** - *The Indonesia National Police as a State apparatus that has an important role in people's lives have a very large authority in carrying out their duties in accordance with the mandate of Law. Therefore, it takes a good integrity to realize what are the goals and desires of the community. However, in the field, there are still many irregularities committed by unscrupulous members of the National Police. This can happen because it is influenced by several factors, which include basic factors concerning human welfare.*

**Purpose** - *The purpose of this study is to analyze the relationship between welfare and professionalism which is a paradox and can trigger irregularities that occur within the National Police.*

**Design/methodology/approach** - *This study uses a qualitative approach with the grounded theory method by deep interview to observation object.*

**Findings** - *The results of the research in the field found that the welfare of members of the police was still in the lower middle line when compared to others institutions in Indonesia. The results of this study illustrate that welfare can affect the level of professionalism of Polri members in the field. Police as humans have some basic needs in carrying out life, both independently and as a family. Opportunities given through the authority granted by the State sometimes become opportunities for irregularities or abuse of power to meet welfare.*

**Research limitations** - *The limitations of the study include the difficulty of obtaining honest information from the object of research due to fear/doctrine so that sometimes the answers given do not speak truthfully.*

**Originality/value** - *The results of the study found that welfare has a very large influence in carrying out the duties of Polri members, so it is necessary to make welfare standards that must be owned by Polri members. Aspects of supervision and control as well as reward and punishment must be implemented properly because based on the results of the study there is a tendency for deviations by members to be caused by opportunity and feeling of dissatisfaction.*

**Keywords** : Police, Paradox, welfare, professionalism, law

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# The Effect of Training, Rewards, and Teamwork on Employee Creativity at PT Smelting

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## Abstract

**Background** - *One of the most valuable assets in an organization is employees. Employees are part of an organizational system that contributes to achieve organizational goals. Facing the dynamic organizational movement, it needs the ability of employees to adapt by increasing their creativity through the human resource management component.*

**Purpose** - *This study aims to analyze the effect of training, rewards, and teamwork on employee creativity. This type of research is an explanatory survey with a quantitative approachment.*

**Design/methodology/approach** - *The variables in this study are training (X1), awards (X2), teamwork (X3), and employee creativity (Y). The hypotheses proposed in the research are (1) Training will have a positive and significant effect on the creativity of employees at PT Smelting (2) Reward will have a positive and significant effect on the creativity of employees at PT Smelting (3) Teamwork will have a positive and significant effect on the creativity of employees at PT Smelting. Respondents in this study are employees of PT Smelting with a total sample of 111 people. The data used are primary data obtained from filling in the research instrument through a questionnaire with a Likert scale of 1 to 5. The data analysis in this research is descriptive analysis, validity and reliability analysis, and multiple linear regression analysis using Minitab 17 software.*

**Findings** - *The results show that the variables of training, rewards, and teamwork have a significant positive effect on employee creativity at PT Smelting.*

**Research limitations** - *The limitation of this research is that it is still within the scope of one company, so it cannot yet represent the overall culture and condition of the other company.*

**Originality/value** - *This research is a pioneer in PT Smelting to determine the effect of training, rewards, and teamwork on employee creativity.*

*Keywords : Training, Reward, Teamwork, Creativity, Employee*

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# SOCIAL CAPITAL DEVELOPMENT OF BHAYANGKARA FOSTERING PUBLIC SECURITY AND ORDER OF INDONESIAN NATIONAL POLICE TO IMPROVE INTERNAL ORGANIZATION CAPABILITY

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## Abstract

**Background** - *Crime was a portrait of the concrete reality of the development of people's lives, which directly or indirectly were using the condition of society that had the potential to gave birth to individuals with deviant behavior. Positive or high social capital in the Bhayangkara Fostering Public Security and Order of the Indonesian National Police would have an effected on the high participation of civil society in various forms. This understanding indicated that the development of internal organizational capacity for members of the Bhayangkara Fostering Public Security and Order of the Indonesian National Police involved problems with capacity building at the individual level, organizational level, and continuous system level.*

**Purpose** - *This study aimed to identifying and analyzing the social capital development of Bhayangkara Fostering Public Security and the Order of the Indonesian National Police to improve internal organization capability.*

**Design/methodology/approach** - *This research used a qualitative approach with a case study method.*

**Findings** - *The results of this study concluded that the main elements in social capital that should be owned by Bhayangkara Fostering Public Security and the Order of the Indonesian National Police were 1.) Participation in a network; 2.) Reciprocity; 3.) Trust; 4.) Social norms; 5.) Values; 6.) Proactive action; 7.) Bridging social capital. Bhayangkara Fostering Public Security and Order of Indonesian National Police must also had the basic characteristics of the organization's internal capabilities that must be possessed to support individuals in carrying out work or tasks so that maximum results were achieved, namely 1.) Technical skills; 2.) Human skills; 3.) Conceptual Skills.*

**Research limitations** - *In order to achieve individual and organizational performance, the Indonesian National Police need to have the following missions which serve as a framework for improving its human resources, including 1.) Providing individual development that is focused on improving performance related to current work; 2.) Provide career development focused on improving performance related to future work; 3.) Provide organizational development that results in optimal use of one's potential and improvement of one's performance which together increase the efficiency of an organization.*

**Originality/value** - *To develop core capabilities/capabilities is the process of determining appropriate actions for Bhayangkara Fostering Public Security and Order of Indonesian National Police to formulate strategies in order to create and maintain competitive advantage. more specific, procedures, and processes that can leverage resources to competitive advantage and master capabilities.*

**Keywords** : *Social Capital, Social Capital Development, Organizational Internal Capability, Police*

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# Increasing the Organizational Commitment through Employee Job Satisfaction

Sendy Ayu Mitra Uktutias<sup>1</sup>

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## Abstract

**Background** - *A qualified human resource must hold a high commitment. A high turnover indicates a low organizational commitment. Organizational commitment is strongly affected by the extent of employee satisfaction towards their job.*

**Purpose** - *Analyzing the effect of employee job satisfaction towards their organizational commitment.*

**Design/methodology/approach** - *This research is an analytic research with a cross sectional design. The samples obtained are around 30 employees selected through accidental sampling technique by fulfilling the inclusion criteria. Questionnaire focusing on job satisfaction and organizational commitment is used in data collection. The collected data then being processed and analyzed. In this research, data analysis is conducted through the linear regression test.*

**Findings** - *The research results show that the employee job satisfaction is at moderate category, due to the less compatible policies against the organizational conditions. Meanwhile, their organizational commitment is at moderate category since there are still employees interested in better offers from other organizations. Employees become an integral part in the organizational management which affects the organizational commitment. This research verifies that job satisfaction give influence towards the employee organizational commitment. The higher the employee job satisfaction, the higher the employee's organizational commitment. Job satisfaction obtained by the employees will bring out their will to stay in the organization, struggling to achieve the goals of the organization.*

**Research limitations** - *The number of sample needs to be increased and other variables influencing the employee organizational commitment should be added.*

**Originality/value** - *Previous researches are used as references in the formation of the model tested in this research. This research provides findings related to the results that intrinsic and extrinsic satisfaction have an influence on organizational commitment.*

**Keywords** : *employees, job satisfaction, organizational commitment*

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# The Influence of Self Determination Theory on Member Performance in Public Service of Gresik Resort Police

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## Abstract

**Background** - *The National Police of the Republic of Indonesia is a state institution in the field of maintaining public security and order, law enforcement, and services to the community. In carrying out its duties, the police interact with non-governmental institutions and their citizens in the form of public services. Public service is assessed as an indicator of community satisfaction from a state institution. In this case, community satisfaction is the main goal of the creation of state institutions. In increasing public satisfaction with public services, first of all efforts are needed to improve employee performance as the driving force of the day-to-day organization. One of the main factors causing the decrease or increase in employee performance is motivation. Employee motivation has an effect on employee attitudes towards their work, and directly affects the results of the employee's work. Self-determination theory is a motivational model that focuses on the internal motivation of employees. This model is considered appropriate to be used by the police in improving employee performance in public services for the long term.*

**Purpose** - *This study aims to examine the effect of using self-determination theory to trigger member motivation to improve performance in public services of Gresik Resort Police.*

**Design/methodology/approach** - *The research method that will be used is a quantitative analytical research method with a questionnaire method.*

**Findings** - *The SDT motivation model has a positive effect on employee motivation and has an effect on the success of public services*

**Research limitations** - *The limitation of the research focuses on the implementation of public services in the Gresik Resort Police.*

**Originality/value** - *This research opens new knowledge about the implementation of SDT motivation model in public service institutions. This is certainly very different from the implementation of the SDT motivation model in profit organizations*

**Keywords** : Police, Public Service, Motivation, Employee Performance, Self Determination Theory (SDT)

# Does Performance Affected by Person-Job Fit, Organizational Commitment and OCB?

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## Abstract

**Background** - Complaints are a consequence in a company and require improvement. With constructive efforts, there will be feedback that leads to the maintenance of the company's image.

**Purpose** - This study seeks to examine the effect of person-job fit and organizational commitment on OCB and performance. The object of the research is PLN in the Mahakam sector of East Kalimantan because it considers the performance of employees so far has not been optimal.

**Design/methodology/approach** - We focused on 65 employees, where the distribution of the sample based on simple random sampling. Path analysis method simplifies data processing.

**Findings** - Referring to observations, we find person-job fit and organizational commitment have a significant positive effect on OCB. Then, on performance, person-job fit, organizational commitment, and OCB have a significant positive effect.

**Research limitations** - Because it limited the interviews in nature, not all respondents reacted optimally to the number of questions asked.

**Originality/value** - The novelty lies in the development of dimensions or indicators, expanding knowledge relevant to this research topic.

**Keywords** : HRM, interviews, simple random sampling, path analysis, PLN in the Mahakam sector

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# The Impact of Transformational Leadership on Voice Behavior in Walubi Pematangsiantar

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## Abstract

**Background** - Transformational leadership is one type of leadership that is currently being discussed. This type of leadership is considered to be able to encourage voice behavior from members of an organization to produce useful opinions to create change for the better future for the organization.

**Purpose** - The purpose of this study was to investigate the influence of transformational leadership on member voice behavior in Walubi Pematangsiantar.

**Design/methodology/approach** - The research population are all members (30 people) of Walubi Pematangsiantar. Data was collected through questionnaires, interviews, and documentation. Data analysis method used in this research is simple regression analysis, correlation analysis, and hypothesis test (t test).

**Findings** - The result showed that there was a positive effect between transformational leadership and voice behavior at Walubi at Pematangsiantar City. Hypothesis test result showed that transformational leadership had positive and significant effect to voice behavior.

**Research limitations** - Suggestions for further research to increase the number of samples and organizations, and also increasing research variables so that new inputs that are more useful can be found, especially regarding the latest leadership issues.

**Originality/value** - This study tries to make a Buddhist organization as an organization that is minority in Indonesia, and also not profit-oriented into an object of research that is rarely studied by scholars. The author also uses transformational leadership combined with voice habits as a research variable which is expected to be able to find a new finding that is effective in developing a non-profit organizations.

**Keywords** : Transformational Leadership, Voice Behavior, Buddhist Organization

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# Analysis of Employee Strikes Due to Collective Labor Agreement (CLA) Negotiation Related to Quality of Human Resources and Transformational Leadership (Case Study at PT. Smelting - Gresik)

Sonny Wijaya<sup>1</sup>

<sup>1</sup>Sekolah Pascasarjana

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## Abstract

**Background** - *The problem of Human Resources in the Company takes many forms, one of which is the existence of an employee strike. The strike that resulted in the layoff of PT Smelting Gresik's employees that occurred in 2017 until now in 2021 is still a polemic. The mutual demands took place at the Industrial Relations Court and the Gresik District Court between the two parties, both the Labor Union who were laid off and the Company (PT. Smelting).*

**Purpose** - *The purpose of the study is to determine the suitability of the strike carried out by the workers/laborers and the process of layoffs by the company with the provisions stipulated in the Manpower Law and to find out the causes of the strike from the aspect of the quality of human resources and transformational leadership.*

**Design/methodology/approach** - *This type of study is a qualitative study using a literature approach. The technique of collecting study materials is by using library research techniques, case studies and prescriptive method of analysis technique.*

**Findings** - *The results of the study show that the strike carried out by the workers/laborers is illegal according to the laws and regulations. The dismissal action taken was in accordance with the provisions of the law. The underlying reason why employees go on strike is due to the declining quality of human resources, especially non-physical qualities related to integrity and the transformational leadership process that does not work properly so that the position of superiors is ignored by employees.*

**Research limitations** - *This study is only limited to the work environment at PT. Smelting which can change according to its development and may not necessarily be the same in other corporate environments.*

**Originality/value** - *This study is the first time conducted at PT. Smelting for the benefit of future human resources development.*

**Keywords** : PT. Smelting, strike, layoffs, quality of human resources, transformational leadership

# WASTRALOKA HANDICRAFTS AS A STUDY OF THE CULTURAL AND CREATIVE ECONOMY IN DEVELOPING HUMAN RESOURCES

Hari Purnama<sup>1</sup>

<sup>1</sup>Sekolah Pascasarjana Universitas Airlangga

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## Abstract

**Background** - *The development of information and communication technology in the digital era has a major impact on the creative economy. In today's borderless world, creative industry actors have to be responsive to global trends, so that their creativities can be accepted by the world community. Then the next challenge is being able to compete in the global market by bringing the identity, value, and culture of our nation. This effort to improve human resources with Indonesian culture refers to constitution number 5 of 2017 concerning the development of Indonesian culture.*

**Purpose** - *This study discusses creative industry players who consistently promote Indonesian culture as the main idea of their creativity to develop human resources who can compete globally by holding Indonesian cultural values as well.. One of the actors in the creative economy who will be the object of the study in this article is Wastraloka.*

**Design/methodology/approach** - *Qualitative descriptive design is used in this study with Wastraloka as the object. Wastraloka is a brand of household and decoration handicraft in Yogyakarta that carries the local culture. Initiated in 2014 by a woman named Eni Anjayani. the name of Wastraloka comes from Sanskrit: wastra means traditional cloth and loka means heaven.*

**Findings** - *As the object Study of The Cultural and Creative Economy in Developing Human Resources, Wastraloka has been recognized worldwide. This is proven by the international exhibitions that Wastraloka has participated in several times. In addition, domestically, Wastraloka's work has been awarded the Yogyakarta Dekranas Bagaskara Award. This award is the result of efforts and innovations that are consistently carried out in developing and marketing their products.*

**Research limitations** - *Due to time constraints and data access, this study has limitations. Therefore, the discussion requires further study in the future.*

**Originality/value** - *The study of culture and creative economy associated with human resource development is the uniqueness of this article. Wastraloka as the object of study provides a concrete example of how a business in the field of culture and creative economy contributes to the development of human resources with the cultural characteristic of Indonesia.*

**Keywords** : Culture, Creative Economy, Human Resources Development, Indonesian Culture Development

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# Analysis of Ability to Use Information Technology and Information Technology Security Awareness to Employees' Productivity in Pandemic Times with Work From Home Schedule

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## Abstract

**Background** - *In the digital era and the era of mobilization as well as the current Covid-19 pandemic conditions, employees are required not only to have technical skills in their work but also to have the ability to use information technology as well as security awareness in the use of information technology to support effectiveness and efficiency (productivity) in their work. With the Work From Home (WFH) work schedule, these two things are very important so that employees remain productive. This research was conducted at PT Smelting company.*

**Purpose** - *The purpose of this research is to analyzed the ability to use information technology and information technology security awareness to employees' productivity in pandemic times with work from home schedule work.*

**Design/methodology/approach** - *The methodology is qualitative by interview some employees that have work from home schedule work to get their actual working condition and their productivity.*

**Findings** - *The result of this research shows that employees with ability to use information technology and have information technology security awareness are still productive while in the work from home schedule work during the pandemic condition, and employees with low ability to use information technology and less information technology security awareness are struggling to remain productive.*

**Research limitations** - *The research is limited only for PT Smelting company that it may not have same result for other companies. So, it may be expanded more to other companies.*

**Originality/value** - *This research topic is the first time conducted at PT Smelting, and it will be very useful for the company.*

**Keywords** : *ability of information technology, information technology security awareness, employee productivity, work from home, pandemic*

# The Behavioral Patterns of Surabaya Millennial Workers Facing New Normalities Amid the COVID-19 Pandemic and Their HR Development

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## Abstract

**Background** - Surabaya is a service and trade city with the second largest population in Indonesia. This large population is dominated by the young workforce, which in this case includes the millennial group or generation Z. The new normality of the world of work in the midst of the COVID-19 pandemic has caused the younger generation to work more from home (WFH). That way there are changes that occur that require them to adapt to new habits, working remotely. In addition to government policies, the opportunities for the world of work are narrowing, and what often happens is layoffs.

**Purpose** - This research intends to formulate policies on how stakeholders or the Surabaya City Government are able to prepare policies that are in accordance with the needs of the workers as well as the development of human resources (HR) workers.

**Design/methodology/approach** - The method used is quantitative with purposive sampling technique. Researchers want to know how the conditions of millennial workers are different before and during the current new normal condition. The instrument used is 2 7-level Likert scales with 15 scale items given to 150 millennial worker participants (power: 0.75). The two scales given reflect the conditions of millennial workers before and during the new normal.

**Findings** - The findings in this paper can assist stakeholders in making policies that can become recommendations in providing basic services in meeting the needs of employees or the young workforce. By knowing the differences in the conditions of millennial workers before and during the new normal, the government and stakeholders can find out the efforts to optimize the performance of millennial workers in order to improve the welfare of the people.

**Research limitations** - The limitations in this discussion include the young workforce in the city of Surabaya including the millennial group or generation Z who work as employees/workers.

**Originality/value** - The originality of the research emphasizes millennial workers who have the character of getting bored quickly, dynamically, and always wanting to be updated, but are faced with WFH working conditions in the midst of the COVID-19 pandemic. In addition, research has never been carried out on a more specific area coverage, in this case is the city of Surabaya.

**Keywords** : Work From Home, Milenial, New Normal, Policy, Surabaya

# OCB-based personality development on fresh graduate by implementing management trainee program

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## Abstract

**Background** - *To be survived in this disruptive era, the companies are implementing Management Trainee (MT) program to gather fresh ideas into the companies as well as regenerate their current management. By implementing this method, the companies able to indoctrinate company values into the fresh graduates' mind. The companies could also prepare the next leaders who embody the companies' visions and cultures properly.*

**Purpose** - *This study aims to identify the effectiveness of MT program implementation to develop OCB-based behavior among fresh graduates. The professional competencies that developed in the MT program is also measured in this study.*

**Design/methodology/approach** - *This study implements qualitative approach to identify the impact of MT program to develop OCB-based personality and competencies qualified individual. The objects of this study are the fresh graduates who had finished their MT program from various companies. The data are obtained by semi-structural and depth interview to gather detail information about participants' experiences during MT program implementation. The collected data are then analyzed through content analysis to categorize the data and interpret the information.*

**Findings** - *The result shows that MT program has important roles to develop individuals who own good leadership skills and excellence self-managements. The participants state that MT program has positive impacts to build OCB-based personality, especially in altruism and organization compliance. However, this study also shows that the implementation of MT program is still not enough to develop sportsmanship and loyalty characters among participants. These results explain the importance of evaluation to improve MT program implementation.*

**Research limitations** - *The results of this study clearly show the importance of future researches to explain various factors that contribute to OCB-based personality development. The measurement of work condition, compensation structure, and career development could give proper explanation of MT program impacts.*

**Originality/value** - *This study own the special value to identify the MT program impacts through fresh graduates' perspective. This perspective could give different measurement of MT program effectiveness to develop OCB-based personality. With the results of this study, the companies could develop better MT program implementation that able to fulfill participants' aspirations.*

**Keywords** : training, knowledge, professional, behaviour, system

# The Impact of Organizational Political Perceptions On Performance, Career Development, And Organizational Commitment at Regional Development Bank Jatim

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## Abstract

**Background** - *The industrial revolution that has entered the 4.0 era in Indonesia created opportunities and challenges for companies throughout the nation. Regional Development Bank (RDB) Jatim are companies facing this transformation. RDB Jatim holds the role of optimizing effective and efficient intermediary functions to create sustainable regional economic resilience and stability. Therefore, competent human resources (HR) with integrity is essential to advance in accommodating to the industrial revolution and performing intermediary functions of the company. Dissatisfaction of the employees of RDB Jatim related to the performance appraisal contained in the Key Performance Indicators (KPI), the uncertainty of career development, and the commitment of employees to the organization that is represented in the values of the company's work culture.*

**Purpose** - *This study aims to identify the impact of organizational political perceptions on career development performance and organizational commitment at RDB Jatim.*

**Design/methodology/approach** - *The research approach used is a quantitative approach aiming to confirm the relations between variables. The method of generating the data used in this study is using questionnaires and data analysis. The sample in this study was conducted from employees of RDB Jatim both inside and outside the province of East Java (Jakarta and Batam).*

**Findings** - *The results showed that the perception of organizational politics had positive impacts on performance, career development, and employee commitment to the organization. With reliable management of organizational politics, RDB Jatim is expected to perform in the business competition on a healthy and productive basis.*

**Research limitations** - *This research is only limited to RDB East Java which may not have the same results when in other companies. So, it can be further extended to other organizations or companies.*

**Originality/value** - *This research may provide information regarding organizational political perceptions for company stakeholders in producing accurate and competitive policies and strategies in managing human resources in the era of the industrial revolution 4.0.*

**Keywords** : *Perception of organizational politics, performance, career development, organizational commitment*

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# IMPACT OF TALENT MANAGEMENT IN HUMAN RESOURCES DEVELOPMENT OF INDONESIAN NATIONAL POLICE (POLRI) ON EMPLOYEE PERFORMANCE AND EMPLOYEE ENGAGEMENT

Arief Fitrianto<sup>1</sup>

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## Abstract

**Background** - *The career development system (Sistem Pembinaan Karier/Sisbinkar) within Indonesian National Police (Polri) members has not optimally formed leadership in the work unit organization, so it is necessary to build a new system, namely Talent Management of Indonesian National Police members (Manajemen Talenta anggota Polri/MTP).*

**Purpose** - *This study aims to examine the effect of talent management on the performance of Indonesian National Police members, the effect of talent management on employee engagement, and the effect of employee engagement on the performance of Indonesian National Police members. In addition, the purpose of this study is to analyze the effect of talent management on member performance through employee engagement mediation.*

**Design/methodology/approach** - *This study uses a quantitative approach with the SEM method. Research data obtained from observation, interviews, and questionnaires with sample using stratified sampling.*

**Findings** - *The result of this study is that there is a significant relationship on the effect of talent management on the performance of Indonesian National Police members. In addition, it is also known that talent management has a significant positive effect on employee engagement within the Polices. This means that the more conducive talent management is, the higher the employee engagement will be. Employee engagement has been shown to have a significant positive effect on the performance of Indonesian National Police members.*

**Research limitations** - *The subjects in this study were Indonesian National Police members who participated in the MTP program from various officers' education lines.*

**Originality/value** - *Furthermore, talent management has an indirect positive effect on employee performance through employee engagement within the Police. Research on talent management within the Indonesian National Police has never been done, so the results in this study can be used as a reference for thinking for further research.*

**Keywords** : *Talent Management, Employee Performance, Employee Engagement, Indonesian National Police (Polri), Structural Equation Model*

# Student Needs During the Covid-19 Pandemic Based on Abraham Maslow Theory

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## Abstract

**Background** - During the Covid-19 pandemic, the economic conditions of all countries in the world experienced a decline, including in Indonesia. This also has an impact in the field of education so that the pattern of education which was originally face-to-face has changed to online. It also definitely affects the needs of students, especially in matters relating to Abraham Maslow's theory.

**Purpose** - This study aims to determine the changing needs of students during the COVID-19 pandemic in accordance with Abraham Maslow's theory of needs.

**Design/methodology/approach** - This study uses a descriptive qualitative approach by examining behavior, perceptions, motivations, actions, and others as well as describing in the form of words and language, in a special natural context and by utilizing various natural methods. The research was conducted by interviewing students who took part in online internships.

**Findings** - The findings of this study are that students prioritize self-actualization needs over other needs such as physiological needs, the need for security, the need for belonging and affection as well as the need for appreciation. Of course, this finding is quite surprising because students are willing to do internships by working professionally without being paid. Students want themselves to be productive during the COVID-19 pandemic by participating in internships that are not required by their universities.

**Research limitations** - This study has limitations on students who are participating in work internships during the covid-19 pandemic. This research can be further developed in the future to be wider in the scope of students and in different conditions.

**Originality/value** - The originality of this research lies in the object of research, namely students who are participating in work internships during the pandemic, which is very new during the COVID-19 pandemic. Meanwhile, the method used must also comply with applicable health protocols.

**Keywords** : abraham maslow theory, student, internship

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# A Systematical Review of Readiness for Change Human and Organizational Resources : Past, Present, and Future

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## Abstract

**Background** - *Readiness to change in individuals can bring various benefits to implementing organizational change. Readiness to change that has been formed before implementing changes has a positive impact on employee satisfaction with system accuracy, ease of use, including in the post-implementation stage (Jones, Jimmieson, & Griffiths, 2005). In this brief description, it is interpreted that "readiness" is defined as a characteristic of a person, group of individuals, or organization that at some point captures the willingness and capacity to adopt new practices or carry out existing practices in new ways. Readiness to change is defined as behavior toward the desired outcome. This study investigated how does the readiness for change in human resources and organizations proceed from the developments and factors that encourage the presence of change readiness?*

**Purpose** - *The study aimed to determine the historical development of Readiness for Change Human and organizational resources from the initial findings to current developments and future*

**Design/methodology/approach** - *This research was through a systematic review approach on approximately 100 journals about readiness for change human and organizational resources.*

**Findings** - *The findings of several factors regarding the readiness for change in human resources and organizations, there are several things that become a common thread, including: about the difference between the existing situation and the situation in the future. Next is the feasibility that change is needed because something right is done. Next is Progress where the changes made are driven from something that has been prepared.*

**Research limitations** - *The limitations of this study are the number of literature reviews from the current research period and the emergence of various accompanying theories.*

**Originality/value** - *From the initial research gap to the most recent, it can be seen that there are things that underlie the readiness for change, both from the human resources and the organization. The existence of conformity to change, management support, motivation and competence are indicators that often accompany change readiness and become reinforcement of the presence of theory development.*

**Keywords** : *Readiness for change, Human and organizational resources*

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# The Effect Of Job Demand On Turnover Intention With Job Burnout As A Mediating Variable At Head Office PT. Bank XYZ

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## Abstract

**Background** - With the economic growth target in 2020, due to the slump in economic conditions with the recession as a result of the Covid-19 pandemic, it is clear that there is an impact from the increasing demand for work in banks, where the banking industry is required to play an important role in restoring national economic conditions (Kompas.com, 2020). Referring to the above, it can be seen that the demands of working in a bank are quite high and are currently getting higher, for example, frequent overtime, increasing workload or number of jobs, etc., where these are called job demands. This can affect the intention of employees to leave the company, and can be dangerous for the company in this difficult time of the pandemic because more and more employees leave, the costs will also increase, so it is important for this research to present a solution for the company.

**Purpose** - This study examines the effect of job demands on the level of physical and mental fatigue of employees, a sense of employee's positive emotional attachment to work, and employees' intention to leave their job with the research object of the AMK division (Accounting, Management, and Finance) at PT. Bank Rakyat Indonesia.

**Design/methodology/approach** - Uses the SEM test. This study took 70 respondents who were employees with permanent status who worked in the division. Where the variable job demands was measured by 5 indicators, job burnout was measured by 15 indicators, and turnover intention was measured by 6 indicators. Each indicator is measured on a 5-point Likert scale.

**Findings** - The results of this study and supported by previous studies that discussed the same topic, found that job demands had a significant positive effect on job burnout. Then job burnout has a significant positive effect on turnover intention.

**Research limitations** - There is a reluctance of respondents to answer the questionnaire given, so it could be that their answers tend not to be genuine or honest answers like what they really feel. Then the respondent's error in interpreting the statement items in the questionnaire so that their answers become less precise. Then in survey research it is also very difficult to explore the reasons further or more deeply from the respondents' responses.

**Originality/value** - The difference between this study and other similar studies lies in the turnover intention variable used by researchers using job demand, and job burnout in predicting these variables. Because most studies only focus on the JD-R Model without any implementing variables.

**Keywords** : Job Demands, Job Burnout, Turnover Intention, SEM

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# The Influence of Personality, Emotional Intelligence, & Job Burnout Towards Turnover Intention on the Employees of PT. Banjarmasin Bangkit

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## Abstract

**Background** - Turnover intention often happens among employees, and it is still an ongoing issues in companies. The general causing-factors varies, but little known about the specific causing-factors of turnover intention in Banjarmasin.

**Purpose** - This study aims to find out the impact of personality, emotional intelligence, as well as job burnout towards the turnover intention in a local Banjarmasin company, PT. Banjarmasin Bangkit.

**Design/methodology/approach** - This study was conducted using quantitative analysis method that aimed to analyze the relationship between the observed variables, using multiple regression analysis. Respondent consists of 56 employees of PT. Banjarmasin Bangkit taken with a saturated sample technique. The data collection method used a questionnaire and analyzed using SPSS 26.

**Findings** - The results showed that personality has no strong effect on turnover intention, emotional intelligence has strong effect on turnover intention and job burnout has strong effect on turnover intention. Meanwhile, the results simultaneously show that there is a significant affect between personality, emotional intelligence and job burnout on turnover intention.

**Research limitations** - Due to the ongoing pandemic, this research could not be performed optimally. Challenges were met during data collection, since some of the employees did not fully understand some of the questions in the questionnaire, and it was conducted online, so the researcher could not fully explain to the respondents.

**Originality/value** - A research on turnover intention has never been conducted in Banjarmasin, thus the novelty of this research.

**Keywords** : Personality, Emotional Intelligence, Job Burnout, Turnover Intention

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# Distrust, Complexity of Knowledge, Task-relatedness and Task Performance: The Role of Knowledge Hiding

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## Abstract

**Background** - Prior studies have focused on why employees share their knowledge to their peers, while why they hide information or knowledge and its consequences gain little attention. Combining social exchange theory and social interdependence theory, we proposed that knowledge hiding occurs as a response of distrust, characteristics of the knowledge itself and also the task-relatedness among employees.

**Purpose** - The objectives of this study are threefolds. First, examining the effect of distrust, complexity of knowledge and task relatedness towards knowledge hiding. Second, examining the effect of knowledge hiding to task performance. Third, examining knowledge hiding as mediation mechanism.

**Design/methodology/approach** - We conducted online survey by using Google form to collect our data. We collected data from 320 employees from various occupation. PLS-SEM was used to test the structural model.

**Findings** - The results revealed that knowledge complexity is critical factor in predicting knowledge hiding. Whilst task-relatedness was negatively affect knowledge hiding which imply that the more employees perceive that their tasks are interrelated, the lower the knowledge hiding.

**Research limitations** - In our study we examined the effect of distrust to knowledge hiding without considering that knowledge hiding could be a potential reason of distrust. Future studies should consider the loop of distrust since distrust has looping consequences.

**Originality/value** - The contribution of this study is that organization should implement knowledge sharing culture in order to minimize the knowledge hiding. In addition, organization should establish recruitment and selection system which consider prospective employee personality as one of the criteria.

**Keywords** : Knowledge hiding, distrust, complexity of knowledge, task relatedness, performance

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# The Role of Principal in Strengthening Character Education in Schools

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## Abstract

**Background** - Schools as a formal educational institution have a fairly heavy task in carrying out educational missions. The progress of the times is associated with the rapid change of the current era which is very influential on students in thinking, acting and behaving. At present the education needed is education that can integrate character education with education that can optimize the development of all dimensions of students (cognitive, physical, social-emotional, creativity, and spiritual) and will become the identity of a nation.

**Purpose** - This means that the principal must be a good role model in leading the school. Bad behavior will contribute to the poor which will significantly weaken the character of people. The role model will create a healthy school life, school performance that is conducive and supportive

**Design/methodology/approach** - The study uses descriptive qualitative methods and seeks to express objectively and systematically the facts or events associated with the emergence of symptoms from being the focus in character education in schools.

**Findings** - The results of the study show the role of the principal in strengthening character education plays an important and crucial role because it becomes a policy maker and director in the implementation of character education in schools.

**Research limitations** - The research method is quantitative research and focus to character education

**Originality/value** - As the implementation of the presidential regulation policy on strengthening character education in various institutions and throughout the life of the nation and state, as educators and school leaders must participate in realizing a nation of character.

**Keywords** : education character, principal, school, community

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# Problematic of Boomer Generation Teacher Competence Development through PKB Program during the Covid-19 Pandemic

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## Abstract

**Background** - During this pandemic, training is held online. This change poses a dilemma for teachers who come from the generation of baby boomers who were taught using “traditional” training media and methodologies, and do not understand or feel comfortable with all the capabilities owned in dealing with the new training technology

**Purpose** - This study examined to find out what the problems of the boomer generation teachers in developing and improving their competence through a Continuous Professional Development (PKB) program are in the midst of this pandemic so that the teachers are able to fulfill their duties and responsibilities well.

**Design/methodology/approach** - a field study was conducted with in-depth interviews to 3 teachers who are at least 45 years old and still actively teaching, appointed as informants. The interview processes were carried out online using video calls. this research was used as a qualitative approach to analyze and answer all research questions.

**Findings** - Results presented that the main problems related to the development of teacher competence during this pandemic include: lack of expertise toward the new technologies, less supportive work facilities, increased workload, and difficulties in conducting research.

**Research limitations** - The limitations of this study to explain the problems of the boomer generation teachers in developing and improving their competence through a Continuous Professional Development (PKB) program during this pandemic. But the study has not explained efforts to overcome the problems that occur with boomers generation teachers in developing their competence during this pandemic

**Originality/value** - The novelty of this study is how the COVID-19 pandemic has affected the boomer generation teachers in improving their competence through the PKB program.

**Keywords** : Problematics, Competence, teachers, boomers, covid-19

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# SIM PAUD Application Training in Improving Teacher IT Skills at PPT Permata Hati Bendul Merisi Wonocolo District

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## Abstract

**Background** - As science and technology advance along with the growth of industry 4.0, teachers are expected to be able to adjust their skills to current demands. In a specific subject, skills or knowledge that are defined by professionalism become the most essential item as the field's flagship. Competence is required in all disciplines, including teaching methods. The role of teachers in educating and attempts to maximize all brain cells in children are inextricably linked to the success of Early Childhood Education. Given the golden age in humans is 0-6 years. Thus, this study aims to identify the readiness of teacher competencies to educate students in the face of an ever-increasing flow of technology. Technological competence possessed can provide maximum learning to students.

**Purpose** - The objective of this study was to discuss the IT training provided at PPT Permata Hati to help teachers enhance their IT skills in creating online lesson plans.

**Design/methodology/approach** - A qualitative method was employed in this study, utilizing a case study approach. Data was gathered through interviews, documentation, and activity pictures. In this study, data was collected through interviews with five teachers and one principal. The criteria for choosing informants were based on their needs and closeness to the issues being addressed, as well as those who have been trained and those who have provided training.

**Findings** - The results of this study revealed the progression of the educational process at PPT Permata Hati in Bendul Merisi Village, Wonocolo District, from the creation of learning activity plans by teachers using the SIM PAUD application to online performance reporting through the Surabaya City Department of Education's website. The training outlined the principal's training, which included everything from an introduction to how to use the program. A presentation and on-the-job training methodology were employed as the training model.

**Research limitations** - The research only focused on the implementation of training to increase the competence and knowledge of teachers in the sphere of technology and information. Further research on the evaluation or feedback from this type of training would be beneficial.

**Originality/value** - The originality or value of this study is that it discusses the training given to early childhood teachers on how to use the Surabaya City Department of Education's information technology "PAUD SIM" to create Weekly Learning Implementation Plans.

**Keywords** : training, human resources, science and technology

# Smart Personality Development Model in Software Developer

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## Abstract

**Background** - *In this Industry 4.0 era, digital facilities are used by companies from all fields. In this digitalization development era, there are more software development companies established to offer software development services. It makes software developers an increasingly popular job today. In order to get qualified software developers, companies need to identify the smart personality of software developers. Smart personality is very useful for knowing the company's needs in determining the criteria for prospective software developers.*

**Purpose** - *This research aims to analyze the development of smart personality in software developers.*

**Design/methodology/approach** - *Data in this research were obtained using the descriptive qualitative research method and through in-depth interviews. The data collected were analyzed by thematic analysis in accordance with the results of interviews.*

**Findings** - *Based on the results, it can be concluded that a software developer with smart personality has the following characteristics: they do not have to be good looking, they have to be well-skilled in their field, have strong/good logic, have good analysis skill, and can do coding neatly and carefully. The main smart personality types that can make a software developer good are they have to be well-skilled in their field, have strong/good logic and have good analysis skill.*

**Research limitations** - *The limitations that exist in this research are that the interviewees were people who were working as software developers with a minimum of two years experience, whether they worked for companies with outputs in the form of IT products (software house) or not.*

**Originality/value** - *The results of this research are expected to help companies that have software developers to pay more attention for the development of smart personality in the future. The recommendation for companies to provide training facilities, seminars and workshops or other capability development methods for software developers so that their abilities continue to be honed.*

**Keywords** : *personality, smart personality, software developer, software development*

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# Input Evaluation on Human Resource Management (Case Study: Permanent Nursery Program at Watershed Management Center and Protected Forest Citarum & Citanduy)

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## Abstract

**Background** - Human resource management is very necessary for effectiveness workforce in an organization. The most important asset that must be owned by an organization or company in management is manpower or people (human resources). Human resource terminology refers to the people who work within the organization.

**Purpose** - The aims of this research is evaluating 5 aspects of HR management, namely recruitment, career patterns, performance, training, and control.

**Design/methodology/approach** - The research was conducted in 6 permanent nursery locations in West Java Province, namely: (1) Cimanggis; (2) Dramaga; (3) Sukabumi; (4) Purwakarta; (5) Kadipaten, and (6) Garut. This research is categorized as an evaluation research with qualitative approach. The method of this research used evaluation model Context evaluation, Input evaluation, Process evaluation and Product evaluation (CIPP). However, the focus in this research is evaluation on input only.

**Findings** - The findings showed that evaluation of inputs from HR management in the six permanent nurseries by using four aspects, including PP manpower, facilities infrastructure, budget, and organizational activities of nursery management permanently, it is concluded that the input component has given efficient implementation of HR management. The researcher also concluded that the input components given in the six permanent nurseries too provide adequacy and smoothing of the expected results according to the vision mission.

**Research limitations** - Human resource management in permanent nurseries to support competency-based capabilities for workers work is not supported. This is in accordance with the results of observations in the field which states that the existing workforce in the implementation of training has not received a sufficient portion enough to increase competence. The evaluation of the training has not been carried out.

**Originality/value** - Novelty in the study can be seen from the object of his research, namely Watershed Management Center and Protected Forest Citarum & Citanduy, Ministry of Environment and Forestry have never conducted evaluation research employee performance which is one of the critical issues in dealing with increasingly erratic competition.

**Keywords** : HR management, HR performance, CIPP

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# Analysis of the Effect of Partnerships with Educational Institutions on Company Performance: Study Objects of PT PJB

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## Abstract

**Background** - PT Pembangunan Jawa-Bali (PJB), in developing its company, does many things, such as innovating which incidentally is believed to be able to encourage a company to improve its economic performance. One form of innovation carried out by PT PJB is partnering with several universities in Indonesia. The collaboration is expected to be able to build synergies between agencies through the empowerment of facilities and human resources. This research aims to determine the relationship between inter-organizational partnerships on corporate innovation (incremental innovation type) and determine the relationship between inter-organizational partnerships on corporate innovation (radical innovation type)

**Purpose** - This research is a research with a quantitative approach using statistical analysis tools in testing hypotheses. To measure the relationship between organizational partnership and innovation, this research uses an ordered probit model approach

**Design/methodology/approach** - The research uses the inter-organizational partnership variable as the independent variable along with several other control variables. The research uses data obtained from the results of questionnaires have been distributed to several employees from various levels randomly from PT PJB. Furthermore, the research also uses data obtained from the results of researchers' observations of key informants have been selected. Partnerships between organizations (with educational institutions) can contribute to company performance. Company performance is described through the birth of innovation (both incremental and radical types)

**Findings** - The research indirectly implies the statement that partnerships between organizations can affect the company's performance through the innovations developed within the company. Furthermore, the research also seeks to create an effective partnership design in generating company innovation

**Research limitations** - The limitation of this research is data source of this research is only based on PT PJB, in order to the future an analysis of partnerships with educational institutions can be carried out on the performance of other companies

**Originality/value** - . The novelty of this research is focus to analyze the relationship of partnerships with educational institutions on the performance of companies, especially in PT PJB which has not been carried out by other studies.

**Keywords** : Partnership, Educational Institutions, Company Performance, PT PJB

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# Antecedents and Consequences of Employee Job Satisfaction in Indonesia

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## Abstract

**Background** - Factors that are thought to encourage job satisfaction include the application of transformational leadership from a leader in the company, then the existence of cultural diversity also contributes to the level of employee job satisfaction. Then the implementation of organizational commitment is also important to increase employee satisfaction at work.

**Purpose** - This study deals with the antecedents and consequences of employee work satisfaction, including transformational leadership, culture diversity, and organizational commitment as antecedents and organizational citizenship behavior (OCB) and employee performance as a consequence.

**Design/methodology/approach** - The research instrument used a questionnaire distributed to 280 respondents who were none other than employees who worked in cigarette factories and tapioca flour factories in Pematangsiantar City. For data analysis, this research uses the Smart PLS application with the PLS-SEM approach oriented.

**Findings** - This research concludes that transformational leadership and culture diversity has a significant impact on work satisfaction. On the other hand, the results of this research also get a conclusion that explains organizational commitment does not have a significant impact on work satisfaction. Furthermore, this research also confirms that work satisfaction has a significant effect on organizational citizenship behavior (OCB) and employee performance.

**Research limitations** - Then this study was only carried out in one city, so that no specific data comparison could be obtained and only focused on the use of transformational leadership variables, culture diversity, work satisfaction, organizational citizenship behavior and employee performance.

**Originality/value** - The novelty presented from this research explains that although most employees have different cultural backgrounds if it is supported by a fair and wise application of transformational leadership, it will be able to encourage job satisfaction.

**Keywords** : Transformational leadership, culture diversity, work satisfaction, OCB, employee performance

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# Influence of training and Morale to productivity of work members of Paspampres in Group A

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## Abstract

**Background** - *Work productivity is the ability of a labor in production compared to the input used, a workforce can be said to be productive when able to produce goods or services in accordance with the expected in the time right.*

**Purpose** - *The purpose of this research is to find out and analyze the influence of training on the work productivity of Paspampres members in Group A and to find out and analyze the influence of work morale on the work productivity of Paspampres members in Group A and to know and analyze the influence of training and morale together. on the work productivity of Paspampres members in Group A.*

**Design/methodology/approach** - *This research method using correlation to see how big the influence of free variables and bound variables. The population of this research are members of Paspampres at Group A which amounted to 535 people and made the sample in this study as many as 84 people. Each respondent is given questions using Likert scale.*

**Findings** - *1) the training effect on the productivity of work members of Paspampres in Group A, in other words the higher the training it will be increasingly higher work productivity of members of Paspampres in Group A; 2) morale influence on productivity of work members of Paspampres in Group A, in other words the higher the morale will be increasingly higher work productivity of members of Paspampres in Group A; 3) training and morale influence on productivity of work members of Paspampres in Group A, in other words progressively enhanced training and morale together then it will be the higher the productivity of work members of Paspampres at Group A.*

**Research limitations** - *This research is only limited to the effect of training and morale on the work productivity of Paspampres members in Group A. In the future, research needs to be carried out with objects or organizations that are different from those currently being studied.*

**Originality/value** - *In this case, the research that the author is researching has never been done on the military in Indonesia, which always gives good performance results under conditions under pressure that always remains enthusiastic and productive in carrying out work duties.*

**Keywords** : *Training, The Spirit Of The Work, Productivity Of Work.*

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# Development of General Functional Civil Servant Competency Model Group III Non Job (Executor) In Kodiklatal

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<sup>1,2</sup>Unair

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## Abstract

**Background** - Human resources are very important assets for Kodiklatal as an educational and training institution of the national Navy, so it takes professionalism of work to create superior human resources. The impact of low competence can affect the organization's productivity to decrease. The development of an effective civil servant competency model greatly effectively civil servants in improving work productivity. The role of civil servants in the TNI environment is an alignment of the task force together with the TNI Soldiers, but the assignment is limited to the field of non-combat.

**Purpose** - This research aim's to describe the problems of civil servants group III Nonjob by developing an effective competency model and knowing the causative factors of the problem. A functional position is a position that shows the duties, responsibilities, authorities, and rights of a civil servant to carry out the main tasks and functions of organizational units that in the implementation of their duties are based on certain skills and/or skills then there are independent to achieve organizational objectives.

**Design/methodology/approach** - This study used a qualitative method with a narrative method delivered by 4 main informants and 1 key informant with a redundancy method as the main criteria determining the number of informants. The qualitative data analysis method is an in-depth data processing method with data from observations, interviews, and literature. Data triangulation is a method of data synthesis against the truth by using other data collection methods/triangulation paradigms.

**Findings** - The results showed that the development of the current competency model with education and training needs the support of managerial competencies, technical competencies, and socio-cultural competencies of civil servants themselves so that it is expected to increase motivation, Self Concept, Self Convindence, and Self Problem.

**Research limitations** - Kodiklatal as a military agency will certainly not be separated from the regulations that have been set by the government both in the development, development, and evaluation of civil servant competence. Limitations of this research with the provisions of the rules of development of civil servant competency model with some education, training, and leadership that has been determined by the government.

**Originality/value** - In this study, there was a novelty that is the emergence of rejection by informants in this improving the competency development model so with the expected that, this research can develop personal careers in the undertakings to achieve the main tasks of the organization, especially Kodiklatal and Indonesia Navy.

**Keywords** : Competence, Human Resources Planning, Motivation, Career Development

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# THE EFFECT OF COMPENSATION ON PERFORMANCE WITH JOB SATISFACTION AS INTERVENING VARIABLE AT PT. TRANSMARGA JATIM PASURUAN

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## Abstract

**Background** - Compensation is given in accordance with the employee's contribution to the company, if the compensation received is appropriate, satisfaction will increase and performance will also increase. This research aimed to prove that compensation had a direct impact on employee performance and satisfaction. The research was conducted using a quantitative approach by testing hypotheses, using measurable data and drawing conclusions. The results of the research showed that compensation had a significant effect on performance and job satisfaction, so the more financial compensation, the better the employee's performance.

**Purpose** - This research seeks to identify and describe the effect of compensation on the performance of employees of PT. Transmarga Jatim Pasuruan.

**Design/methodology/approach** - This research used a quantitative approach that focuses on hypothesis testing, using data that could be measured and produce conclusions. Data was collected by distributing questionnaires to respondents and documentation to employees of PT. Transmarga Jatim Pasuruan, both permanent employees and contract employees, totaling 34 people using census sampling.

**Findings** - Based on the results of research that financial compensation had a significant effect on the performance and The results showed that financial compensation had a significant effect on performance through job satisfaction.

**Research limitations** - This study has a limited number of samples at PT Transmarga Jatim Pasuruan with a total of only 34 people. Then in the future this research will further expand the number of research samples.

**Originality/value** - This study uses a quantitative approach that focuses on testing hypotheses using data that can be measured and can produce conclusions. This study is causal in nature, analyzing the relationship and influence between variables. The purpose of the study is to test theories related to the formulation of the problem tested by compiling a framework of thinking with variables: financial compensation, job satisfaction and employee performance.

**Keywords** : Financial Compensation, Performance, Job Satisfaction

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# CLAN CULTURE MEDIATED COVENANTAL KNOWLEDGE SHARING TO INCREASE MSME PERFORMANCE

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## Abstract

**Background** - Organizational culture, both small and large organizations, is an important thing in an organization because it can affect everyone's behaviour.. The organizational culture built in this study is a clan organizational culture.. Organizational culture is formed by the owner and followed by employees and everyone in the organization. Clan culture is very important to be developed in MSMEs, especially during a pandemic like this.

**Purpose** - The purpose of this research is to find out whether there is a relationship between clan culture and company MSME performance.

**Design/methodology/approach** - This research is analyzed using Structural Equation Modeling (SEM) analysis tools. This study uses primary data and secondary data. Secondary data is obtained from data from the cooperative service of small and medium enterprises and the Bandung city trade industry. On the other hand, primary data is obtained from distributing questionnaires to SME entrepreneurs. This research was conducted in West Java (Bandung Regency, North Bandung, South Bandung, East Bandung and Bandung City) by distributing questionnaires randomly with simple random sampling. About 500 questionnaires were distributed, and 241 were received. The object of research was small and medium business actors engaged in the culinary business. The SME players' educational background, the majority of whom are graduates, are between 30 and 40 years old. The company ages of these SME actors range from 1 year to 10 years. Data collection for 6 months from January -June 2021

**Findings** - The results showed that clan culture did not directly affect SMEs' performance but was moderated by covenantal knowledge sharing. Clan culture does not directly affect the performance of SMEs but is moderated by covenantal knowledge sharing. Covenantal knowledge sharing is a process of disseminating knowledge to everyone, whether employees, consumers, or suppliers, underpinned by a confident attitude, closeness, voluntary attitude, patience, comfort and humility

**Research limitations** - The limitation of the research is that the research only uses a few variables and the research is only conducted on MSMEs in the culinary business field.

**Originality/value** - Covenantal knowledge sharing has an impact on MSME performance

**Keywords** : Organizational Culture, Covenantal Knowledge Sharing, Organizational Performance

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# Transformational Leadership From the Educational Paradigm on the Pandemic Era

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## Abstract

**Background** - Changes behavior during a pandemic make the world have to adapt. This condition also occurs in the world of education, where many new habits and procedures are carried out. so the role of leaders is needed in getting through this period. Transformational leadership feels very appropriate in this time of uncertainty and many adaptations. Transformational leadership requires the figure of a leader who is able to show special skills that focus on reform and justice.

**Purpose** - This article aims to understand transformational leadership in the focus of education especially during the pandemic. The world of education must know the right formulation to get through this pandemic so that the next generation of the nation continues to have the opportunity to build their dreams.

**Design/methodology/approach** - This research is a descriptive research with a case study approach. where data is collected based on research observations and in-depth literature studies.

**Findings** - Transformational leadership does not offer the benefit of a generalizable framework or model, but focuses by arguing that transformational leadership bridges the gap between theories, which should be seen as an asset. It should also be noted that the needs of individuals and organizations vary so much that it will be difficult for transformational leadership to provide a comprehensive model.

**Research limitations** - This research is limited to literature review, so it needs to be developed with more specific research methods and objects so that the results obtained are also more accurate. The selection of research variables can also be redeveloped because there are still many types of leadership in the organization. In addition to leadership, there are also many factors that make up an organization so that further researchers can choose other variables to study.

**Originality/value** - There is not much research on pandemics in the world of education, let alone discussing the role of the leader of an educational institution. With this research, the public knows that the role of the leader of educational institutions is very important in directing their organization to get through this pandemic crisis. how to deal with multicultural challenges, behavior, readiness and achievement demands of school residents in addition to innovating to face the pandemic.

**Keywords** : pandemic, transformational leadership, globalization, behavior, achievement

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# Analysis of Entrepreneurial Competency in East Java

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## Abstract

**Background** - Based on the 2018 Global Entrepreneurship Index's data, Indonesia is a country that has a low number of entrepreneurs, which position in 94 from 137 Southeast Asian countries. Meanwhile, entrepreneurs have an important role in supporting the national economy in various aspects. Indirectly, they are required to have more competence to compete and survive longer.

**Purpose** - We want to find out the relevance of 30 characteristics in the three-cluster entrepreneurial competency block diagram for entrepreneurs in East Java.

**Design/methodology/approach** - The authors use the qualitative method with the Miles and Huberman analysis technique. This data was collected by visiting and analyzing 11 entrepreneurs who were members of the FGD. FGD data is saturated, in-depth data, and agreed upon by 11 entrepreneurs selected by researchers.

**Findings** - The results identify that 30 characteristics in the three-cluster entrepreneurial competency block diagram are valid. In addition, the competence of entrepreneurs can be through a religious approach and the culture of the surrounding community. And during the pandemic, entrepreneurial competence is more relevant with the government and society support.

**Research limitations** - The research was only conducted on Small Medium Enterprise (SME) in East Java, and only researching entrepreneurs who were able to survive more than 5 years.

**Originality/value** - This study contributes to the field of entrepreneurship in two ways. This study forms a new theory regarding the fundamental competencies needed by entrepreneurs in Indonesia. The second contribution is to compare the results with similar studies through the object.

**Keywords** : East Java, Entrepreneur, Entrepreneurial Competences

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# Building Team Work and Organizational Citizenship Behavior Civil Servants at the Aceh Provincial Education Office

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## Abstract

**Background** - *In the current era of globalization, many organizations use team-based structures because they are relatively more flexible and responsive to change than traditional departments or other permanent work groups. This is supported by research which indicates that the performance of a solid and synergized teamwork usually exceeds individual performance, where the tasks that are carried out, and which require high skills, judgment, and organizational citizenship behavior (OCB), as well as diverse experiences, can be completed. well in the team.*

**Purpose** - *This study aims to analyze: (1) procedures for building good teamwork and OCB, and (2) the magnitude of the effect of teamwork on OCB for Civil Servants (PNS) at the Aceh Provincial Education Office.*

**Design/methodology/approach** - *The population in this study were all civil servants at the Aceh Provincial Education Office, amounting to 283 people. The sample is all class III civil servants from all fields at the Aceh Provincial Education Office, totaling 100 people. The sample in this study was taken by random sampling technique. Methods of collecting data were interviews, questionnaires, and documentation studies, then analyzed the data using Multiple Regression Analysis, and processed using the PLS Smart 3.0 program.*

**Findings** - *The results showed that teamwork had a significant direct effect on OCB by 35.8 percent. This direct influence shows that solid teamwork and synergies will have an effect on increasing PNS OCB at the Aceh Provincial Education Office by 35.8 percent. Therefore, most respondents agree that every work done by civil servants at the Aceh Provincial Education Office is always done in teamwork, where each team member that has been formed by the Head of Service and has different skills to accelerate the achievement of this organization's goals is successful.*

**Research limitations** - *The limitation of this research is analyzing of the influence of teamwork to OCB from civil servants at the Aceh Provincial Education Office.*

**Originality/value** - *The novelty (originality or value) of this research is that no previous research has been found that discusses: (i) procedures for building good teamwork and OCB from civil servants at the Aceh Provincial Education Office, and (ii) the magnitude of the influence of teamwork on PNS OCB at the Aceh Provincial Education Office.*

**Keywords** : *Teamwork, Organizational Citizenship Behavior, Civil Servants*

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# POLITICAL PARTIES REFORM IN DEVELOPING THE COMPETENCE AND PROFESSIONALISM OF THE LEGISLATIVE MEMBERS OF THE HOUSE OF REPRESENTATIVES OF THE REPUBLIC OF INDONESIA (DPR RI)

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## Abstract

**Background** - *Political parties were trapped in an oligarchic form that injured a democracy and created a gap between the hope of choosing quality cadres and pragmatic cadres. This gap also allows the emergence of various meanings of political party reform.*

**Purpose** - *This study analyzes the nature of political party reform and its meaning for members of DPR RI. This study also analyzes the competence and professionalism of the members to realize the reform of political parties in Indonesia.*

**Design/methodology/approach** - *This study uses a qualitative approach. This data comes from informants by purposive random sampling and through unstructured and passive participation observation, documentation, and interviews. The subjects were the chairmen and administrator, members, and sympathizers of DPR RI. Data analysis was carried out by collecting data, reducing, presenting, and drawing conclusions.*

**Findings** - *The results of this study are the essence of political party reform, a change in mindset, working culture, political party administration system, and the restoration of the main functions of political parties as one of the pillars of democracy in Indonesia. Indonesian legislative assembly members interpret political reform as restructuring, revitalizing, and re-functionalizing political parties through the competence and professionalism of members of parliament. The competence of the house of representatives members in realizing political party reform is seen from cognitive abilities or knowledge, to be exact the general abilities and special abilities as part of developing human resources and careers for Indonesian parliaments. The professionalism is seen from their integrity and credibility. Integrity is reflected in the professional code of ethics and code of conduct, and is committed not to commit despicable acts (corruption and other unlawful acts). Credibility is reflected in the provision of public services that should be indiscriminative, trustworthy, and responsive in accordance with people's expectations.*

**Research limitations** - *The limitation of this research is the lack of in-depth discussion of the accountability of members of the House of Representatives as a component of professionalism. This is due to the limited availability of data and the unfavorable situation.*

**Originality/value** - *Research on political party reform, professionalism, and competence of House of Representatives members in Indonesia has never been carried out before, so the results in this study can be used as a basic reference for further research. Where Civil Servants have Professionalism Index, then there should also be a Professionalism Index in the realm of the members. Considering the duties and responsibilities of this representative that are expected more likely to have people's interests, so they must be managed by a professional member of the council.*

**Keywords** : Political party reform, Professionalism, Competence, House of Representatives members, Human Resource Development

# Model of Competency Development for BK (Counseling Guidance) Teachers SMA X in Maumere City During the Covid-19 Pandemic

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## Abstract

**Background** - Educators must work hard to design methods or ways to develop competencies so that they have more potential in educating and producing quality human resources in the future. However, because at the beginning of 2020 they were facing the covid-19 pandemic, educators or also known teachers took up the challenge by adapting online learning methods. And then it becomes a new challenge for these teachers in teaching online. Globalization and digitalization are the main things for teachers to upgrade themselves to be more competent, as well as create works such as publishing scientific papers and participating in seminar activities to support the development of their competencies

**Purpose** - The purpose of this study was to find out the methods used by BK teachers at SMA X Maumere City in developing competencies during the COVID-19 pandemic and also the obstacles in developing the competencies. This research is expected to be used for the benefit of teacher knowledge and further research.

**Design/methodology/approach** - This study uses a qualitative method with a case study at one of the senior high schools in Maumere City. Case study by conducting semi-structured interviews with BK teachers as respondents. In-depth interviews by sending questions via whatsapp.

**Findings** - The results of the study found that BK teachers in developing competence always have new ways and strategies that are learned from anywhere including from school training, courses and the internet. Constraints in the development of teacher competence in the form of limited costs and time. From a case study at SMA X in Maumere City. In addition to parents, BK teachers in high school play an important role for high school students, because high school is a transitional period that is identical with the problem. Students need BK teachers for guidance and counseling to guide students from all promiscuity and juvenile delinquency. Also directs students before entering college or work.

**Research limitations** - The subject of this research is the BK teacher at SMA X. Data analysis used domain analysis to obtain general information about this research, as well as credibility test by triangulation of sources from interviews with several sources.

**Originality/value** - This research is different from other research, because the research subject is more specific, namely high school guidance and counseling teachers

**Keywords** : Competence, Competence Development, Guidance Counseling (BK), Teachers

# Community Culture, Job Enlargement and Human Resource Planning

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## Abstract

**Background** - This study observed on the basis of human resource planning and focused on security officers whose responsible for guarding safety and comfort in hospitals. It provides the service to more than 1000 patients each day and has cultural characteristics which are different from others. Shifts, activities, patients and visitors are several factors which could affect the workload analysis. The standards of security officers work in hospitals are parking the vehicle, keeping packages or letters, guarding security (CCTV) and giving direction. However, there are several additional works. In fact, dealing with numerous unmanageable visitors and families of patients is one of them.

**Purpose** - The aim of the study is to identify the culture of the community as hospital patients that causes job enlargement in security. Then, the difference of workload based on standard security work and real security work is calculated with the workload of job enlargement on the security. Job enlargement on security will ultimately affect the hospital's human resource planning

**Design/methodology/approach** - This study uses research based on a single case study in a government hospital. Data collection techniques with FGD and Indept interview are used to find information about the details of security workload. Furthermore, by using workload analysis, the difference of standard security workload and real security workloads is calculated.

**Findings** - The result of this study is to explore what types of job enlargement on security in government hospital which caused by community culture characteristic. Also, it calculated the numbers of security personnel needed in hospital based on calculated workload analysis.

**Research limitations** - This research was conducted in one government hospital with the visitors rate is more than 1000 patients per day, thus, further research is needed in another hospitals with different characteristics.

**Originality/value** - The difference of this study from the other is to describe security personnel activities which created job enlargement for them due to community culture characteristic and influenced the numbers of security personnel in hospital. Whereas, other study for human resource planning is only focus on calculating work load analysis which resulted in decreasing or increasing personnel.

**Keywords** : Community culture, job enlargement, human resource planning, Workload Analysis, Security personnel

# MOTIVATION AND INNOVATION LEADERSHIP ON PERFORMANCE OF INDONESIAN NATIONAL POLICE

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## Abstract

**Background** - Technological developments during the Industrial Revolution 4.0, Society 5.0, and Policing 5.0 were growing rapidly so that changes became unclear and no longer followed a pattern that was consistently different from the current situation and began to implement innovative forms of leadership. Lack of self-motivation also supports the formation of less than optimal performance. In 2016 there were still many members of the Indonesian National Police who committed disciplinary violations, ethical violations, to criminal offenses. Compared to the previous year. In 2016 there were 6,662 cases of disciplinary violations and 2,772 cases could be resolved. Violations of the professional code of ethics of the Indonesian National Police in 2016 increased compared to 2015, which was 1,041 cases to 1,671 cases. Internal changes and improvements have not been able to erase public complaints about the performance of the Indonesian National Police.

**Purpose** - The purpose of this study was to identify and describe about motivation and innovation leadership on performance of the Indonesian National Police.

**Design/methodology/approach** - This study used a qualitative approach with case study method. Researchers found several names of informants selected through the purposive sampling technique were 10 informants. Data collection techniques using systematic observation, participant observation, indepth interview, and documentation specifically.

**Findings** - This study concluded that facing changes within the Indonesian National Police Institution requires upgraded motivation and innovative leadership to achieve superior, optimal, and competitive performance. An innovative leader had a variety of strategies to direct and motivate subordinates to be consciously involved in cooperation to achieve goals and maximum performance.

**Research limitations** - The limitation of this study lied in the research object area due to the COVID-19 pandemic which resulted in the enforcement of social distancing regulations and community activities restrictions enforcement throughout Indonesia, especially in the East Java Regional Police Institution and Its topic area about motivation, innovation leadership, and performance.

**Originality/value** - The environment in the Indonesian National Police Institution continues to change, so the role of the leader was not only trying to adapted the organization to outside innovation movements but a successful leader if they can bring the organization as a reference for other institutions through various ways to motivated members to optimizing performance.

**Keywords** : Motivation, Innovation Leadership, Performance, Police, Indonesian National Police

# The Effect of Organizational Culture, Transformational Leadership, and Job Satisfaction On Organizational Commitment Public Appraiser at Public Appraisal Service Office in Jakarta

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## Abstract

**Background** - *This study aims to correct appraisers employee organizational commitment at DKI Jakarta, by analyzing the straight influence of association culture in association agreement, direct impact of transformational leadership on association commitment, direct impact of work pleasure on association agreement, direct influence of association society on work pleasure, direct impact on transformational direction on job satisfaction, straight influence of association agreement on transformational direction, not straight influence of association society on association agreement through work pleasure, not straight influence of association of transformational direction on association agreement through work pleasure.*

**Purpose** - *Based on the research inquiry or problem formulation, the aim of this research is to find out and obtain empirical answers about the effect of work pleasure, direct job and work pleasure on association agreement.*

**Design/methodology/approach** - *This survey uses a quantitative approach with a survey method. The sample used was 217 people.*

**Findings** - *The research data were obtained from distributing questionnaires and analyzed using SPSS. The results showed that: 1) Be founds a direct effect of association society on association agreement; 2) There is a direct influence of transformational leadership in association agreement;; 3) There is a direct influence of work pleasure on association agreement;. So if job satisfaction increases, organizational commitment will also increase; 4) There is a direct influence of association society on job satisfaction; 5) There is a direct influence of transformational leadership in job satisfaction. 6) Be founds a straight effect of association society in transformational direction; 7) There is a direct effect of organizational culture on association agreement through job satisfaction; 8) There is a direct effect of transformational direction in association agreement through job satisfaction.*

**Research limitations** - *In accordance with the research purpose and based on the results of the data analysis that has been carried out, can be concluded 1) There is a straight effect of X1 on Y; 2) There is a straight effect of X2 on Y; 3) There is a straight effect of X3 on Y.*

**Originality/value** - *The novelty of this research lies in the use of the organizational commitment variable of the public appraiser at the Public Appraisal Service Office in DKI Jakarta. There is no previous research that analyzes the commitment of the public appraiser organization at the Public Appraisal Service Office in DKI Jakarta. This study seeks to analyze how the commitment of the public appraiser organization in the Public Appraisal Service Office in DKI Jakarta.*

**Keywords** : *organizational culture, transformational leadership, and job satisfaction, and organizational commitment*

# Track: Management





# Sukuk Performance Using Comparison of Return and Risk Through Calculation of Market Price and Fair Price

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## Abstract

**Background** - Sukuk investor's critical information is the market price of Sukuk issued by IDX and the fair price of Sukuk published by Penilai Harga Efek Indonesia (PHEI). It is a signal or preliminary information for investors in considering the decision to invest in Sukuk.

**Purpose** - This study analyzes corporate Sukuk's performance with return and risk parameters and sees the significance level of the differences between price information from one source (IDX) and another (PHEI).

**Design/methodology/approach** - This research is comparative. Performance Sukuk return is measured by Holding Period Yield (HPY), Yield To Maturity (YTM), and Sharpe Index, while Sukuk risk is measured by standard deviation. Corporate Sukuk is classified in the financial and non-financial sectors and short, medium, and long maturity periods””comparative analysis using Independent Sample t-test and ANOVA. The analysis unit used daily trading of corporate Sukuk in the secondary market for 2017 -2019.

**Findings** - Hypothetical testing results show a significant difference between the market price and the fair price of corporate Sukuk. The average return of Sukuk calculated at the market price is higher than the fair price. Sukuk return results in a movement pattern with tends to be inversely proportional to the market price and reasonable Sukuk. In contrast, Sukuk risk has a way of movement that tends to be in the direction of its price. Furthermore, the non-financial sector corporate Sukuk is more vulnerable to risk compared to the financial sector. Corporate Sukuk with long maturity periods have a higher risk exposure compared to the medium and short term.

**Research limitations** - This study only took a period of observation for 3 (three) years. Some corporate Sukuk codes were recorded as having no trading data on the secondary market.

**Originality/value** - Calculating investment performance is an essential part of portfolio management. Sukuk investment performance can be measured using market price information and fair price and comparing both. This research is a development of calculating investment performance in the corporate Sukuk of the financial and non-financial sectors that can be used as critical information for investors in determining Sukuk investment options and reducing the risk.

**Keywords** : Sukuk, return, risk, market price, fair price

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# Improving Medium Small Micro (MSME) Enterprise Performance (Case study in Bukittinggi)

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## Abstract

**Background** - Medium Small Micro Enterprises' (MSMS) has major contribution to Gross Domestic Income in Indonesia reaching up to 60.34%. Challenges are lied on making them keep sustaining to be indicated from their sustaining sales, revenue and market share. The MSMS is though owning typical weaknesses such as leadership, innovation and recorded finance

**Purpose** - The research proposes MSMS operation management model in which effects of leadership, innovation, and financial recording to business performance is evaluated for 48 MSMS enterprises located in Bukitinggi city West Sumatera

**Design/methodology/approach** - Data is collected through questionnarre and short interviews from MSMS' owners who attend one day management workshop. PLS is used to give value regarding validity, reliability and test outer model and inner model including hypothesis

**Findings** - Other PLS result reveals that leadership increases innovation and financial recording at coefficient of 0.780 and 0.742 subsequently. Financial recording has a positive impact to performance at 0.720, although innovation has not given effect to performance as having only 0.091 coefficient

**Research limitations** - representative of industrial category

**Originality/value** - operational management model on MSME

**Keywords** : innovation, financial record, medium scale industry, leadership, performance

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# Sustainable Ecology: Problems And The Perspective Of Ecosystems In Tangkahan

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## Abstract

**Background** - Tourism is one of the priority development sectors. Sustainable tourism involves the community as one of the main actors and prioritizes the preservation of resources. Ecotourism or ecological tourism is a sub-category of sustainable tourism or one of the market segments of natural environment-based tourism. Nowadays, the issue of sustainable development has become an important issue that needs to be disseminated in the midst of society and our country can compete and develop following the globalization era. Ecotourism provides benefits to the environment, culture and economy of local communities

**Purpose** - This paper describes the management of sustainable ecotourism destinations for a region in Indonesia.

**Design/methodology/approach** - Qualitative methods with descriptive methods are used in this study to provide an overview of the object under study

**Findings** - The results of the research show that the development of ecotourism in Tangkahan through ecotourism stakeholders involved in the development of ecotourism which in the end also has an impact on the development of sustainable tourism.

**Research limitations** - The method adaptive in terms of knowledge change and evolution, capable of incorporating new findings as well as case specific actions if necessary

**Originality/value** - Integration on Ecotourism and Sustainable

**Keywords** : Sustainable, Ecotourism, Stakeholders, and Environment

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# Antecedents of Impulsive Buying Behavior and Its Implication on Customer Satisfaction of Fashion Products

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## Abstract

**Background** - Fashion is a promising business because this product attracts customers emotionally not only based on function motives so the customers can buy fashion products many times without being limited by certain conditions as long as it makes customers feel satisfied. Customer purchase without a plan make them feel happy and satisfied. Nowadays customers can buy the fashion products they want by online. The online shopping system makes customers often make unplanned or impulsive purchases. Impulse buying behavior is predicted to be influenced by celebrity endorsements because there are many fashion companies rely on celebrities to promote their products. The ease of shopping online also makes customers do impulse buying and it also strongly influenced by hedonic motives.

**Purpose** - This study aims to reveal the impact of celebrity endorsement, perceived ease of use and hedonic motive on customer's impulsive buying behavior. Besides, the study aims to examine the impact of impulsive buying on customer satisfaction.

**Design/methodology/approach** - This research was conducted in Samarinda, Indonesia with respondents are customers who have made an impulse purchase of fashion products such as clothes, shoes, bags etc. by online. The research sample was 198 respondents with data collection using a questionnaire. All data were analyzed using Structural Equation Modeling (SEM) with AMOS software.

**Findings** - The results showed that all hypotheses were accepted, celebrity endorsement, perceived ease of use and hedonic motive had a significant effect on impulse buying. It also showed that impulse buying has a significant effect on customer satisfaction.

**Research limitations** - The research was carried out during the covid19 pandemic so that the authors can only collect questionnaire data using the Google Form. Therefore, a lot of respondent's answers were biased so that some of the questionnaire answers were eliminated.

**Originality/value** - This study combines consumer behavior variables with one of TAM variables, it can be seen that customer impulsive buying behavior is not only influenced by internal factors but also external factors.

**Keywords** : Celebrity Endorsement, Perceived Ease of Use, Hedonic Motive, Impulsive Buying, Customer Satisfaction

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# The Role of Initiating Internalization of Talent Management on Employee Quality at Director General of Customs and Excise (DJBC) in the Post Pandemic-Time

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## Abstract

**Background** - Talent management is continuously developed by the Directorate General of Customs and Excise in human resource management policies. Talent management aims to attract qualified Human Resources (HR) to occupy structural or functional positions. This talent management system pays attention to three main components, namely, qualifications, competencies and performance, which will become the standard for organizations in mapping employees into talent management schemes such as E-learning and E-Assessment that were initiated during the pandemic. This is an effort to improve the ability of DJBC employees in serving the community, especially during the post pandemic time.

**Purpose** - The aims of study were to find out the role of initiating internalization of talent management, namely qualifications, competencies, E-learning and E-Assessment on employee quality as measured by a performance and commitment of the Director General of Customs and Excise (DJBC), especially during the post pandemic time.

**Design/methodology/approach** - This research was a quantitative research. The population were all employees of the DJBC in the Jakarta Regional Office. The sample were 294 employees. Method analysis used Structural Equation Models (SEM)

**Findings** - The results found that qualifications, competencies, E-learning and E-Assessment as the initiating internalization of talent management affect the quality of employees, both performance and employee commitment in providing services to community during the post pandemic time. Dynamic internalization activities and employee interest so that they have more understanding and alignment of paradigms in promoting integrity and objectivity in their work and being able to map their potential, competencies, talents and interests in improving services during the post pandemic time.

**Research limitations** - This research is limited to the scope of HR management, especially talent management and HR quality for DJBC employees at the Jakarta Regional Office

**Originality/value** - This research combined HR management with the initiation internalization of talent management on HR quality

**Keywords** : initiating, internalization, quality, management and talent

# Peer-Effect on the Capital Structure Decisions of the Construction and Building Sector Companies Listed on the Indonesian Stock Exchange

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## Abstract

**Background** - *Along with the increase in government programs on infrastructure developments, companies involved in the construction and building sector need to manage their capital structure to carry out their projects.*

**Purpose** - *This study aims to investigate peer-effect on capital structure decisions in the construction and building sector companies listed on the Indonesian Stock Exchange.*

**Design/methodology/approach** - *This study uses 2010-2019 data of 10 construction and building sector companies, and panel data regression for the analysis.*

**Findings** - *The result of this study indicates that peer-effect has a significant influence on the capital structure decisions of the companies in the construction and building sector listed on the Indonesian Stock Exchange. It also shows that the control variables which are firm size, economic growth, inflation, and exchange rate have significant influences on the capital structure decisions.*

**Research limitations** - *Based on the research background, this study only investigates the capital structure decisions on the construction and building sector companies.*

**Originality/value** - *The originality of this research is analysing peer-effect on the capital structure decisions of the construction and building sector companies.*

**Keywords** : *Peer-effect, Capital structure*

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# The Role Of Shariah Microfinance Institutions In Poverty Alleviation: Evidence from Shariah Rural Banks in Indonesia

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## Abstract

**Background** - Indonesia as one of the countries with the largest population has a classic main problem, namely poverty. Statistical data shows that in the period 2015 to 2017, the number of poor people in Indonesia has a positive trend, which is decreasing. Entering the COVID-19 pandemic era, statistics tend to rise. One of the government's efforts in poverty alleviation is through strengthening the role of microfinance institutions in providing capital for the community for entrepreneurship. One of the microfinance institutions that has succeeded in growing in Indonesia is a Sharia microfinance institution, shariah rural bank. The global Islamic finance industry is increasingly showing its performance. As a country that has the largest Muslim population in the world, Islamic Microfinance Institutions have a high potential to play a large role in the country's aspirations to reduce poverty in Indonesia.

**Purpose** - This study aims to analyze the Role of Islamic Microfinance Institutions on Poverty Alleviation in Indonesia: evidence from shariah rural banks in Indonesia.

**Design/methodology/approach** - The data sources of this research are secondary data in the form of assets, financing, and NPF data of Islamic Rural Banks.; and data on the number of poor people. The population in this study were provinces in Indonesia from 2015 to 2020 as many as 34 provinces with purposive sampling technique. The method used is panel data regression analysis.

**Findings** - The results of this study indicate that poverty in Indonesia can be explained by the assets, financing, and the NPF of Islamic People's Financing Banks. Furthermore, partially the regression coefficient shows that assets and financing have a significant effect on Poverty Alleviation; and NPF has no significant effect on Poverty Alleviation.

**Research limitations** - The limitation of this research is that it only focuses on financial performance, further research can add other variables.

**Originality/value** - The uniqueness of this research is in the object of research which is a shariah rural bank in all provinces of Indonesia.

**Keywords** : Poverty Alleviation, Islamic Microfinance Institutions, Shariah Rural Bank

# Digital Payment Adoption in Indonesia

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## Abstract

**Background** - Two years of pandemic makes e-wallet a source of payment becoming a trend, but there is still some doubtless of using this kind of method for some customers. The development of digital payment systems and digital banking in Indonesia is not necessarily followed by the adoption of the use of this technology among service users. It can be said that the level of adoption of digital payment systems and digital banking in Indonesia is still in its early stages, for example, only 55.80% of users have had electronic money for less than a year.

**Purpose** - This study identifies and examines the factors that predict behavioral intention and adoption of e-wallet in Indonesia. Hedonic motivation, habit, self-efficacy, and trust were used in the research model to predict customer adoption of e-wallet.

**Design/methodology/approach** - Data were collected using the survey of 217 customers in Indonesia. Structural equation modeling (SEM) using Partial Least Square was used to analyze the structural model.

**Findings** - The result shows that habit has a significant influence on the adoption of e-wallet technology. Trust and habit have a significant effect on behavioral intention, but the exciting fact is that behavioral intention does not significantly affect the adoption of e-wallet use.

**Research limitations** - There is a possibility that other explanatory variables exist to influence the adoption of e-wallet as payment methods.

**Originality/value** - The study gives empirical evidence about the nature and antecedents of e-wallet adoption. Essentially, the study reveals a perspective of factors that encourage customers to use e-wallet as a payment method and the result can become a basis for firms to make a better strategy to increase their e-wallet service users.

**Keywords** : Digital Payment, Digital Banking, UTAUT 2, e-wallet, Pandemi Covid-19

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# Coopetition Strategy in Property Business - A Case Study on Corporations of Regional Real Estate Association

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## Abstract

**Background** - Management of a real estate corporation wants to have a strategy to achieve effective and efficient performance with dynamic environmental conditions. The purpose of this study is to understand the strategy of coopetition which is expected to answer the environmental dynamics of technological change and the corporation's ability to innovate.

**Purpose** - This study aims to determine the coopetition strategy that can be built in real estate companies from the influence of technological change as an external factor and the influence of innovation ability as an internal factor, so this research method uses a descriptive-explanation approach.

**Design/methodology/approach** - The research method is designed to describe and explain technological changes and innovation capabilities that affect the coopetition strategy. The research instrument was used to collect data through a multilevel scale, interviews and observations from the analysis unit of property companies that are members of the real estate industry association. Data processing using PLS-SEM with a minimum sample of 10 times the maximum arrow pointing to the latent variable so that the minimum number of samples in this study was 20 samples, but for more precise data, it was enlarged to 32 samples.

**Findings** - The research model using the hierarchical component model produces a total value of the effect on the coopetition strategy from technological change of 0.617, while the innovation ability is 0.416. This finding shows that technological changes in the property industry are significant and more influential than innovation capabilities. Technological changes are also significant with an effect of 0.458 on the ability to innovate. The coopetition strategy from the competitive aspect is most influenced by technological changes and innovation capabilities compared to the cooperative aspect.

**Research limitations** - This research has technical limitations on the coverage of the project area and the domicile of the corporation in relation to the pandemic regulations that apply in the field, however it is carried out according to scientific principles.

**Originality/value** - The novelty of this research from previous research is that the strategy of coopetition in the property industry has not been studied in depth apart from taking into account the corporation's.

**Keywords** : coopetition strategy, technology change, innovation capability, property business, real estate corporation

# Corporate social responsibility (CSR) during COVID-19 pandemic: the implementation from unicorn companies

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## Abstract

**Background** - *The COVID-19 pandemic has become a global problem. COVID-19 affects how companies handle employees, customers, and, therefore, the community. Unicorn companies have an essential role in overcoming the pandemic, and they are partnered with the Indonesian government to assist the government in fighting Covid-19. The CSR program is a way used by unicorn companies in helping the community to face the pandemic and the new normal era.*

**Purpose** - *This paper aims to explain the response of Indonesian unicorn companies in handling the pandemic through CSR, and explain why CSR is useful and necessary in facing the new normal era.*

**Design/methodology/approach** - *The approach was taken in this paper was to survey the literature such as previous studies, annual reports, and news reports on the CSR program from Indonesian unicorn companies during the Covid-19 pandemic, especially CSR for vital stakeholders such as employees, customers, communities, and societies.*

**Findings** - *Employees, consumers, and communities are the foremost significantly suffering from Covid-19. Indonesia's unicorn companies specialize in CSR in several sectors like basic needs, healthcare support, and education. CSR in the community is carried out by Tokopedia with the Nakamate program, while Go-Jek carries out CSR for consumers by providing in-app telemedicine. Besides that, Gojek also assists its driver-partners with financial assistance. On the other hand, other unicorns such as Traveloka, OVO, Bukalapak carry out CSR by donating money, medical equipment, and basic needs to communities affected by the pandemic.*

**Research limitations** - *This study only adopted a descriptive qualitative research design, consequently the data obtained were rather limited. Further, research can use the interview method with stakeholders to get a more in-depth review.*

**Originality/value** - *To the best of the author's knowledge, this paper is one of the few studies to propose research on the CSR of unicorn companies in Indonesia during the COVID-19 pandemic, which was obtained from qualitative data collected during the pandemic.*

**Keywords** : CSR, Unicorn Company, Covid-19

# What is the best digital marketing strategy design for MSMEs in Covid-19 era?

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## Abstract

**Background** - Micro, Small, Medium-sized Enterprises (MSMEs) have significantly contributed to Indonesia Gross Domestic Product in the last 10 years. According to Law No. 20 of 2008 of the Republic of Indonesia, the MSMEs are categorized into: Micro (maximum asset is 50 millions), Small (assets are > IDR 50 million), Medium-sized (assets are > IDR 500 million). When the Covid-19 Pandemic struck Indonesia, MSME is one of many industries that affected. The change of market from traditional to digital challenge them to design and adapt the best digital marketing strategy.

**Purpose** - The purpose of this research is to describe the internal and external situation and design the best digital marketing strategy for MSMEs in the Covid-19 era.

**Design/methodology/approach** - This research is a mix-method with sequential explanatory approach since this research aimed to design and test the hypothesis of digital marketing strategy for MSMEs during pandemic. By involving 17 MSMEs in West Java, a set of questionnaires and Focus Group Discussion were held. The data were analyzed using the SOSTAC method that consisted of 5 stages; Situation analysis, Objectives, Strategy, Tactics, Action, and Control.

**Findings** - This study concludes that according to SWOT EFAS & IFAS analysis, the MSMEs are in Quadrant 1. They have positive Strength (3.22) and fairly large positive Opportunity (3.56) in focusing on digital marketing tools. That way, a strategic design is based on expanding the market, penetrating market with new ways of promotions, and developing the product. In improving marketing activities, there are 15 objectives that can help MSMEs strategies in utilizing digital marketing. It figures that there are 3 digital marketing (DM) tools that consider to be difficult to be optimized (Website, Google my Business and Marketplace). By considering the tactics and action stages, each of tools is designed to contain 5-6 DM activities with duration of implementation in 12 months. Thus, it is found that there are 3 key performances as the control indicators.

**Research limitations** - This research only focuses on MSMEs in F&B & Fashion sectors.

**Originality/value** - The novelty of this research is the design of digital marketing strategy that can be implemented by Indonesia MSMEs in Covid-19 era.

**Keywords** : Digital Marketing, SOSTAC Method, MSMEs, Covid-19

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# Research Trend of Digital Innovation in Banking: A Bibliometric Analysis

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## Abstract

**Background** - *Today's economic and competitive challenges are making the status quo untenable for the banking industry. Digital technology is essential in achieving business goals and its pervasive effects in restructuring of entire industries. Therefore, every bank always tries to innovate products and services to maintain their performance. Digital Innovation can be defined as "the creation of (and a consequent change in) business processes, market offerings, or models that result from the use of digital technology." Based on the above phenomena, we intend to observe keywords, correlation, and insightful topics of Digital Innovation in Banking.*

**Purpose** - *This paper aims to analyze research trends of Digital Innovation in Banking scientifically through bibliometric studies. Initial data were collected using Publish or Perish from 2011 to 2021 by searching for published papers indexed by Crossref, Google Scholar, Microsoft Academic, and Scopus database. The results show that scientific publications of Digital Innovation in Banking have increased gradually since 2016. The Scopus database is used because it contains journals and conference proceedings deemed more relevant by the academic community with detailed DOIs. VOSviewer and Microsoft excel were used as the tools to analyze co-authorship, co-occurrence, and citation obtained from the Scopus database.*

**Design/methodology/approach** - *The initial exploration used PoP to get the publication trend from some databases. Scopus database is used because it contains journals and conference proceedings deemed more relevant by the academic community. Furthermore, these records are processed in bibliometric and network analysis programs: Microsoft Excel and VOSviewer. The initial data collection is being investigated to get the research trend analysis.*

**Findings** - *The visualization of the research trends of Digital Innovation in Banking resulted in three co-occurrence clusters leading to some of the topic areas mentioned in the results; 1) Digital Innovation in Banking related to the technology implementation and environmental innovations, 2) Digital Innovation in Banking business management in the world, and 3) Digital Innovation in Banking in relating to its effect and benefit to society. Technology is rapidly changing the financial services industry, especially banks. Digital innovation resulting from the use of digital technology will help banking improve customer experience and maintain banking performance. These study findings will help researchers recognize the research trends of Digital Innovation in Banking globally and suggest future research directions.*

**Research limitations** - *The current bibliometric analysis technique was employed on published documents in the Scopus database only. Further, it only focused on examining digital collections, digital resources, e-books, using the bibliometric analysis technique of published documents indexed in Scopus from 2011 to 2021.*

**Originality/value** - *We are presenting the result in research trends analysis of Digital Innovation in Banking scientifically through bibliometric studies.*

**Keywords** : Digital Innovation, Banking, Bibliometric Study, Research Trend, VOSviewer

# Family business in Indonesia: are there strengths and weaknesses?

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## Abstract

**Background** - *The family business also has a strong culture, both in certain cases in several countries. Many families' businesses have difficulty passing three generations. They involve most family firms in a protracted conflict for power within the company.*

**Purpose** - *In this paper, we attempt to map the strengths and weaknesses of the development of several companies in Indonesia with the concept of "family business".*

**Design/methodology/approach** - *To make it easier to present, we use an in-depth literature study approach with secondary data. These data are available from second parties (previous study sources), books, and references relevant to the objectivity of this study.*

**Findings** - *The conclusion that we get is that the family business has quite a wide variety both in terms of business size, type of business industry, form, and level of involvement of family members in the family business. However, although many families' businesses have dominated various industries and performed outstandingly, understanding regeneration is an important phase for many family businesses. It's no surprise that many family businesses fail at this stage.*

**Research limitations** - *For this phase to run smoothly, it is important for all parties to be open to various opinions, values, needs, and expectations and to compromise with each other in dealing with differences.*

**Originality/value** - *Such conflicts and tensions will not only have an emotional impact on a person but also damage family and business relationships, which endangers the family business.*

**Keywords** : *family business, succession, company management, Indonesia*

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# Influence of Brand Image, Price, Quality Product, Promotion and Country of Origin on Purchase Decision on Korea Skincare Consumers

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<sup>1,2,3</sup>Universitas Mulawarman

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## Abstract

**Background** - *Beauty standards that are increasing from time to time make people, especially women, compete to beautify themselves in various ways, one of which is by using skincare. Women all over the world have been taking care of their skin for centuries. Around the 16th and 17th centuries, women used natural ingredients for skin care and cosmetics.*

**Purpose** - *The objective of the analyse is to get-up-and-go: the end of stigmatize personality on grasp decisions; the polish off of indict on advantage decisions; the influence of product quality on purchasing decisions; the effect of promotion on purchasing decisions; the influence of the country of origin on purchasing decisions.*

**Design/methodology/approach** - *This X was conducted by object a replicate of a slew sixteen people and the matter collection was done by giving a structural questionnaire to the respondents. In analyzing the data, this study uses Partial Least Square (PLS).*

**Findings** - *The outcomes showed that brand image had genuine positive and unimportant impact on purchasing decisions; price has positive and inconsequential impact on purchasing decisions; product quality has positive and huge impact on purchasing decisions; promotion has positive and irrelevant impact on purchasing decisions; country of origin has a positive and critical impact on the purchasing decisions.*

**Research limitations** - *Limitations are only carried out in the city of Samarinda for a certain period of time.*

**Originality/value** - *The outcomes showed that brand image had genuine positive and unimportant impact on purchasing decisions; price has positive and inconsequential impact on purchasing decisions; promotion has positive and irrelevant impact on purchasing decisions.*

**Keywords** : brand image, price, product quality, promotion, country of origin

# There is Crowd? Exploring the Islamic Crowd-Investing for Halal Value Chain & Marketing System in Agriculture Sector in Indonesia

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## Abstract

**Background** - Investment based on crowd-funding and sharia called Islamic crowd-investing is a new financial innovation model with digitalization via the internet. The potential that is owned as part of funding makes this financial service system method useful for creating a halal ecosystem for the agricultural sector and its value chain. However, the importance of managing the agricultural sector is not only seen from the investment system, it can also be seen from the opportunity to optimize the potential agriculture value chain in terms of halal food system.

**Purpose** - This is paper discussed the overview of Islamic crowd-investing with a focus on the agriculture development and its connection of the halal value chain and marketing system in the agricultural sector and food industry in Indonesia. The purpose of this study is to find out the funding mechanism with Islamic crowd investing and how the marketing system is viewed from the side of the halal value chain in Indonesia.

**Design/methodology/approach** - By using the social network site method through social media, the analysis the content from the sources of network. This is methodology is qualitative approach.

**Findings** - The implications for research can be seen from suggestions for regulation as well as to industry players involved in this sector. Research provides findings that there is still a need for improvements in this system to make it more efficient in the future. With the platform of Islamic crowd-investing through halal value-chain and marketing hopefully it can be enhanced the agriculture and agri-food in the context of sustainability.

**Research limitations** - This research is only limited to the social site network approach, it will be better if the future researcher combines with other methodologies.

**Originality/value** - The original value in this research is the social network analysis approach which is still rarely done in research with the theme of fintech and the agricultural sector.

**Keywords** : Islamic Crowd-Investing, Halal Value-chain, Marketing, Agriculture

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# Financial Literacy of Micro, Small, and Medium Enterprises: A Preliminary Study

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<sup>1,2,3</sup>Maranatha Christian University

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## Abstract

**Background** - Considering the low level of financial literacy that only 38.03% of Indonesian society has decent financial literacy, studies on the topic are very relevant. Micro, Small, and Medium Enterprises have significant roles in sustaining economic growth. In the pandemic situation, they struggle and become economic drivers. Despite their contribution, Micro, Small, and Medium Enterprises still have problems regarding financial management, and it is in line with the lack of financial literacy.

**Purpose** - The research aims to overview the Micro, Small, and Medium Enterprises, either their characteristics or financial literacy. The study also has a purpose in having the depiction of the financial literacy determinants.

**Design/methodology/approach** - Primary data are collected from the distribution of questionnaires to obtain data on related variables. The research samples are owners or managers of the Micro, Small, and Medium Enterprises in West Java, Indonesia. The research descriptively analyzes financial literacy and its determinant factors.

**Findings** - The results of the study show that most of the respondents are business owners at a relatively young age. They know about online loans as fund source alternatives. Nevertheless, most of them do not take advantage of these online loans. They know the risks of online loans that can affect them. Most of these business owners/managers also do not use insurance to protect their assets.

**Research limitations** - This preliminary study was conducted using a descriptive approach. Verification research is expected to be conducted in further research.

**Originality/value** - The findings reveal the characteristics and financial literacy of Micro, Small, and Medium Enterprises, especially in a pandemic situation.

**Keywords** : Micro, Small, and Medium Enterprises; Financial Literacy

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# Experience Quality as the Key to Successful Halal Tourism Development

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## Abstract

**Background** - Lombok has become Indonesia's mainstay halal tourist destination, they proved Lombok won the highest score in the GMTI and IMTI surveys. The label as the best halal tourist destination must be a competitive advantage that can attract Muslim tourists to visit Lombok.

**Purpose** - This study seeks to explain the effect of the variables Halal Tourism Index, Tourist Satisfaction, Tourist Experience Quality on Revisit Intention. From this study it revealed that the key factor to make domestic Muslim tourists satisfied and intend to visit Lombok is Experience quality.

**Design/methodology/approach** - This study took domestic Muslim tourist respondents aged between 17 to 60 years, who had visited Lombok in the last 3 years. With 87 respondents, it processed the data using PLS.

**Findings** - We know the results of the hypothesis test that the Halal tourism index has no effect on tourist satisfaction and revisit intention, the Halal tourism index has a significant effect on Tourist Experience quality. While the Tourist Experience quality variable has a significant effect on tourist satisfaction and revisit intention, and tourist satisfaction influences revisit intention.

**Research limitations** - The limitation of this research is that respondents not evenly distributed to all regions of Indonesia, and the number is only 87 respondents.

**Originality/value** - This research contributes to the knowledge that in the tourism business the key to success is how to provide a positive quality experience for tourists, because the important aspects of tourism in the Halal tourism index variable which comprise the dimensions of accessibility, communication, environment and service have become an expected product.

**Keywords** : Halal tourism, Tourist experience, Revisit intention, Tourist experience, Tourist satisfaction

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# Liquidity And Market Timing To Sharia Fixed Income Mutual Fund Performance: Evidence From Indonesia

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<sup>1,2,3</sup>Universitas Mulawarman

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## Abstract

**Background** - The performance of sharia fixed income mutual funds is influenced by a number of factors, including proper liquidity and market timing. The high and guaranteed liquidity of sharia equity mutual funds allows investors to redeem shares or participation units at any time in accordance with the provisions made by each sharia mutual fund, making it easier for investors to manage their cash and mutual fund companies are required to buy back shares/participation units in order to very liquid even though the condition of stock movements affected by the COVID-19 pandemic has decreased, as well as the right market timing during the COVID pandemic has an impact on several stock movements that cause a sharp significant down trend, this is the right market timing to be able to own shares that are portfolioed in sharia equity mutual funds by investment managers, thereby encouraging the performance of income mutual funds. still sharia is much better in Indonesia during the covid pandemic.

**Purpose** - investigate the impact of liquidity and market timing on sharia fixed-income mutual fund performance.

**Design/methodology/approach** - The type of data used is quantitative data, and the data source is yearly financial reports by companies. Descriptive statistics and panel data regression were applied to analyze the data.

**Findings** - For the years 2018-2019, this study found that the liquidity of sharia fixed income mutual funds registered with the Financial Services Authority (OJK) was negative and insignificant to the performance of mutual funds with a sample of 32 sharia fixed income mutual funds, but from 32 samples of mutual funds during the pandemic. found that market timing is positive and significantly improves mutual fund performance.

**Research limitations** - This research is limited to observing the composition and combination of securities portfolio effects of shariah fixed income stock mutual funds, time horizon and the ability of investment managers to form a portfolio of shariah fixed income mutual funds that provide maximum returns for their investors.

**Originality/value** - This research on Islamic income mutual funds is different from other research from the point of view of improving the performance of mutual fund companies, most of them are more intense and focus on improving the performance of conventional fixed income mutual funds that do not pay attention to the criteria for the combination of stock securities including sharia shares and instrument products. other Islamic investments. The researcher analyzes liquidity indicators, namely effects and total assets, where the assets managed by mutual fund companies are not fully compliant with shariah aspects, and are not fully shariah securities, and it is proven that liquidity has a negative and insignificant effect on mutual fund performance, as well as on market timing, market The timing is positive and significant because of the right momentum to have shariah fixed income mutual funds when their securities are at their lowest prices during the COVID-19 pandemic.

**Keywords** : Liquidity, Market Timing, Sharia Mutual Fund Performance, and Fixed Income Mutual Fund

# **The Influence of Transformational Leadership, Employee Engagement, and Work Stress to Organizational Commitment House of Representative of Indonesia Republic (DPR RI) Experts**

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<sup>1,2,3</sup>Universitas Negeri Jakarta

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## **Abstract**

**Background** - *Prolegnas is often not achieved due to several reasons, including difficulties due to lack of capacity, and the absence of members of the DPR RI in plenary meetings which often clash with other agendas. Prolegnas that is not achieved can become a burden for the DPR for the next period. The increasing workload of the DPR as an institution and individual DPR members, in order to maximize the expertise, technical and administrative support provided by expert groups is needed to improve performance. Millennials make up the largest proportion of permanent workers in almost all sectors. This generation is open to the times and tends to influence other generations in terms of life experience and social activities so that it can influence the characteristics of the experts in the DPR RI.*

**Purpose** - *The purpose of this study is to analyze, study, and develop the organizational commitment of the DPR RI experts through the direct and indirect effects of transformational leadership, employee engagement, and work stress on organizational commitment as well as an overview of these things in the millennial era. generations as experts.*

**Design/methodology/approach** - *The method used is descriptive analysis for processing qualitative data and inferential analysis for processing quantitative data. The data obtained from filling out the questionnaire were processed using the Lisrel structural equation modeling (SEM) software analysis technique.*

**Findings** - *The results showed that (1) the direct effect of transformational leadership and employee engagement on organizational commitment was significant, (2) the direct effect of work stress on organizational commitment was not significant, (3) the effect of transformational leadership and employee engagement on job stress was significant, (4) The indirect effect of employee engagement and transformational leadership on organizational commitment through work stress is not significant (5) the indirect effect of transformational leadership on organizational commitment through employee engagement is significant.*

**Research limitations** - *The best model for determining organizational commitment is the influence of transformational leadership through employee engagement*

**Originality/value** - *Responden have a high degree and political individu. Stress work was not a strong mediation for direct and indirect effect to organizqtional commitment. Affective commitment is high but the absentium was highwhch is different from other research*

**Keywords** : *organizational commitment, transformational leadership, employee engagement, work stress*

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# Track: Immunology (Outline)



# Convalescent Plasma Signals Immunotherapy Efficacy for COVID-19

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<sup>1,2,3</sup> Universitas Airlangga

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## Abstract

**Background** - Existence the life-threatening COVID-19 outbreak, making Convalescent Plasma potentially of great value due to the lack of specialized preventive and therapeutic options. Convalescent plasma is a treatment that is currently widely used. The antibody content in convalescent plasma can neutralize the virus and may be beneficial for SARS-CoV-2 patients.

**Purpose** - To summarize some of the clinical trial literature, case series and matched control studies already registered on the efficacy and safety of Convalescent Plasma for treating the virus caused by SARS-CoV-2, and discuss issues of use, and feasibility in COVID-19 immunotherapy.

**Design/methodology/approach** - Reviews of related articles are collected by searching through Google Scholar, NCBI pubmed and Researchgate. To summarize the evidence for Convalescent Plasma as a therapeutic treatment for SARS-CoV-2 . infection currently available in humans.

**Findings** - To determine the efficacy signal we collect studies randomized clinical 10, 12 corresponding control studies, 1 EAP study, and 3 case studies of which some have been published. Most COVID-19 reports describe the potential benefit of convalescent plasma therapy in terms of clinical outcomes in seriously ill or critically ill patients with few immediate side effects.. Convalescent plasma reduce mechanical ventilation and mortality in critically ill patients.

**Research limitations** - The author is only looking for studies on the potential of Convalescent Plasma that has an efficacy effect on COVID-19. It is necessary to at least know the safety effect of other studies that have been published

**Originality/value** - Preliminary trials for convalescent plasma show benefit from its use. There is still a high risk of bias, therefore supporting research is still needed to determine the efficacy and safety of this immunotherapy.

**Keywords** : COVID-19, Immunotherapy, Convalescent Plasma

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# Cytotoxic and apoptotic induction activity of protein isolated from blood clam (*Anadara (tegillarca) granosa*, linnaeus 1758) against breast cancer t47d cell line

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## Abstract

**Background** - Cancer has become a major cause of death today. These risk factors are also balanced with the development of drugs, one of which comes from nature. Medical products which derived from natural resources such blood clam (*Anadara (Tegillarca) granosa*) have been already developed. Crude protein extracted from blood calm contains a 20 KDa protein which had been known be able to inhibit growth of HT-29 cell line

**Purpose** - The aim of this study was to determine cytotoxic activity and apoptotic effect of crude protein which is isolated from blood calm against breast cancer T47d cell line.

**Design/methodology/approach** - This study used the ammonium sulphate precipitation method for the isolation crude protein of blood clams. MTT-Assay method was performed to determine cytotoxicity and to know the value of IC50, apoptosis test qualitatively and quantitatively was done by Double-staining using ethidium bromide and acridine orange as well as flow cytometric dye using annexin-V dyes and propidium iodide.

**Findings** - Crude protein clams of blood have IC50 value 11.11 $\mu$ g / ml and are able to induce apoptosis of breast cancer cell line (T47D) at 15  $\mu$ g / ml concentration by double-staining method, but the calculation with flow cytometry method still shows different results in this study.

**Research limitations** - This study observed the inhibitory concentration of crude extract consisting of proteins with various molecular weights against t47d cell line.

**Originality/value** - The results of this study indicate that crude protein clams are cytotoxic and can induce apoptosis in breast cancer cell line (T47D).

**Keywords** : *Anadara (Tegillarca) granosa*, T47d cell line, MTT-Assay, Double-staining, Flow Cytometry

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# Differences in Hematocrit results using EDTA Anticoagulants And (Aegiceras corniculatum) mangrove stem extracts

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## Abstract

**Background** - Hematocrit examination is an examination used to measure the concentration of red blood cells (erythrocytes) in the blood expressed in percent (%). Hematocrit examination usually uses EDTA anticoagulants, the price is relatively expensive and its distribution to remote areas has not been fulfilled. Alternative anticoagulants are currently being studied, one of which is an extract of mangrove stems (*Aegiceras corniculatum*) which has flavonoid compounds that can inhibit the activity of coagulation in the blood.

**Purpose** - This study aims to determine differences in hematocrit values using EDTA anticoagulant and mangrove stem extract (*Aegiceras corniculatum*).

**Design/methodology/approach** - This research type is observational analytic with Cross sectional research design. Samples were taken by non random purposive sampling of 16 female students from a total of 31 female students of class D of the Muhammadiyah University of Semarang. Sampel were examined using the microhematocrit method.

**Findings** - The results of the examination showed an average hematocrit value using EDTA anticoagulant valued at 42,38%, while the average hematocrit value using mangrove stem extract (*Aegiceras corniculatum*) worth 20,88%. This shows the results of hematocrit examination using EDTA is higher than using mangrove stem extract (*Aegiceras corniculatum*).

**Research limitations** - the original form of the extract is not very good to use. we have to find a way to make mangrove extract in a finer or liquid form with the same concentration

**Originality/value** - Anticoagulant activity test of (*Aegiceras corniculatum*) Mangrove extract

**Keywords** : Anticoagulants, EDTA, Hematocrit, (*Aegiceras corniculatum*) Mangrove

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# THE VACCINES TYPES COMPARISON IN THE COVID-19 VACCINATION PROGRAM

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## Abstract

**Background** - Vaccination is one of the important keys to overcoming COVID-19 which can provide immunity to the community. The vaccine is a big hope to be used as one of the main weapons for controlling COVID-19. However, there are still doubts in the community about the importance of the vaccination, so it is necessary to provide correct and clear information so that the public will become more aware of the benefits and will not hesitate to participate in the vaccination.

**Purpose** - This study aims to compare the types of vaccines used in the COVID-19 vaccination program.

**Design/methodology/approach** - The method used in this research is a literature study from various reference sources (journals, books, WHO, proceedings) as many as 20 journals. Existing reference sources are processed with a systematic literature review

**Findings** - In this study, it was found that there were differences in the manufacturing technology, working methods, and side effects of the vaccine.

**Research limitations** - This research is limited to the type of vaccine that is only approved for use by the government through a Decree of the Minister of Health of the Republic of Indonesia.

**Originality/value** - The benefit of this research is to increase knowledge and information about the differences in vaccine manufacturing technology with its advantages and disadvantages, how vaccines work, and the side effects of vaccine administration.

**Keywords** : COVID-19 vaccine, vaccination, vaccine technology



# Track: Sustainable Development



# Urban Food Security System in The Pandemic Era Based on Sustainable Urban Agriculture

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<sup>1,2,3</sup>Gunadarma University

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## Abstract

**Background** - *This research was carried out because of the Covid-19 pandemic where food needs for the urban community are very important to find the best alternative. Urban agriculture is an alternative, and this research tries to design an effective and efficient urban agriculture for the provision of food for urban communities. Also, the development of independent urban agriculture will make urban communities resilient in facing difficult conditions, especially related to social restriction policies or regional partitions.*

**Purpose** - *The purpose of this research is to find an alternative model of plant cultivation in urban areas that is effective and efficient, in the midst of the current Covid-19 pandemic situation.*

**Design/methodology/approach** - *The study was conducted using a qualitative inductive approach, based on the experience of community service activities (extension) carried out for the last three years. Agricultural development theory and community development theory are linked to formulating the designed urban agriculture model.*

**Findings** - *In the application of the urban agriculture model, several things that must be considered are: 1. The environment involved is minimally in the neighborhood unit (RT), can be extended to the neighborhood community unit (RW), and so on up to the village level. For initial processing, the smaller scope is better. 2. To achieve the condition of independent food supply in the nearest environment, 3 stages will be passed, namely: 1) The initial stage, in the form of providing basic plants to be cultivated. This stage includes the activities of providing plant seeds/seedlings to plant, and harvesting cultivated plant products. 2) The production stage is carried out by providing cultivated plants that will become staple crops for cultivation for the provision of independent consumption and to be distributed to the nearest neighboring environment. 3) The economic stage, the stage where the cultivation is carried out can generate economic value for the environment because it can produce plants that exceed the environmental needs. This stage can also carry out multi-cropping cultivation, planting various types of plants with economic value and its combination of technology, such as information technology. In general, it is assumed that these three stages can be achieved within a period of 3 years.*

**Research limitations** - *This research has not been studied in more detail related to a comprehensive theory of agricultural development. The concept used is derived from cases in urban areas, but the number of cases used is not large, even though it covers more than one type of urban agricultural commodity. In terms of research time, additional time is still needed.*

**Originality/value** - *In this Pandemic era, the system for providing food needs in the near environment has become a strategic thing, with types of plants that can be arranged as needed. The initiation of the application of this system can increase people's income outside of the main agriculture, improve public health, educate people to utilize every inch of space (including air) to have economic value, and unite the individual efforts of the community into a large economic power both on a small scale as well as large scale.*

**Keywords** : urban food security system, urban agriculture, sustainable urban agriculture

# Triple Layer Business Model Canvas Design In Supply Chain of Arabica Coffee Agroindustry in Bandung Regency

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## Abstract

**Background** - Supply chain activities at Arabica coffee farmer groups in Bandung Regency involve several stakeholders, including farmers, collectors and KUB (Joint Business Group). However, the business processes of coffee farmer groups have not been well mapped. For that we try to map the three layers of the business model canvas to measure the supply chain

**Purpose** - Ensuring supply chain sustainability by adding environmental and social-based business models to improve the performance of Arabica coffee farmers in Bandung Regency

**Design/methodology/approach** - Descriptive analytic method and qualitative approach are considered in this study. Data was collected by means of in-depth interviews, discussions with farmer groups, and observation. SWOT analysis was used to formulate TLBMC

**Findings** - The coffee industry is an industry that needs to be considered for its sustainability, because coffee is one of the superior commodities that can contribute to the welfare of farmers. The tendency of farmer groups in the coffee industry is that they still do not understand good cropping patterns, as well as the benefits obtained by farmers when managing cropping patterns until the production process has an impact on increasing their welfare. Therefore, the purpose of this study is to evaluate the pattern of the coffee business as well as to explore the innovation of a sustainability-oriented business model using the Three Layered Business Model Canvas.

**Research limitations** - Limited number of samples and a small scale of production capacity as a research subjects

**Originality/value** - The results of the study revealed that the cropping pattern and business of coffee farmer groups were in a growing position. Sustainable business development is reflected in TLBMC. The design of environmental and social-based business models in creating a sustainable supply chain of Arabica coffee agroindustry in Bandung Regency is expected to improve business performance on a wider scale.

**Keywords** : arabica coffee agroindustry, sustainability, supply chain, TLBMC

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# Track: Data Analytic



# Designing A Mobile Communication Therapy Application for Children with Language Disorders

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## Abstract

**Background** - Children with language disorders may have difficulty developing their communication skills and understanding what others say to them. Prior studies have confirmed that assistive technologies can help children with language disorders develop their preliminary communication skills and communicate with others. These learning applications support early childhood special education and the development of lifelong learning in the future.

**Purpose** - To effectively facilitate the therapy, it is essential to design the application based on the user's needs and principles of learning for children with language disorders.

**Design/methodology/approach** - The methodology combines UCD and PECS in four phases. The first phase is the application of the human-centered design process to gather required data. The requirements address the psychologist/expert's judgment, user's needs, and findings from prior studies. The second phase and third phase specify details of the user's requirements. The fourth phase proceeds the requirements into a working prototype, and the last phase assesses the proposed design against the user's requirements using heuristic evaluation and System Usability Scale.

**Findings** - This study presents the design of the communication and speech therapy mobile application. The user's requirements consist of the characteristics, the context of use, and the task analysis for each user. Some of the identified requirements are audio and visual content for PECS phases 4, 5, and 6; the information organization based on PECS rules; and interactive communication between users and the apps. The heuristic evaluation by therapists and user interface experts shows that the mock-up design satisfies the user interface design principles. The value of heuristic indicators ranges from 70% to 95%. Some of the indicators, such as error prevention and help and documentation, receive the lowest score (70 - 75%) because these indicators should be assessed on a working application.

**Research limitations** - The number of participants in the human-centered process and evaluation phases are limited. More participants are required to improve the design and assess the effectiveness of communication and speech therapy application.

**Originality/value** - This study contributes to the design of communication and speech therapy application based on the integration of UCD and PECS.

**Keywords** : communication therapy application, early childhood special education, picture exchange communication system, user-centered design, heuristic evaluation

# Track: Women Empowerment



# Dual Role Conflict and Social Support on the Performance of Women Entrepreneurs with Disabilities During the Covid-19 Pandemic (An Initial Research).

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<sup>1,2,3</sup>Unika Atma Jaya

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## Abstract

**Background** - During the COVID-19 pandemic, many female entrepreneurs are trying to maintain their household financial cycles from the businesses they own. Therefore, they need social support from their family and environment to maintain the business performance that they had built before the COVID-19 pandemic.

**Purpose** - This study examines the picture of dual role conflict and social support on the performance of women entrepreneurs with disabilities during the Covid-19 pandemic. The outputs are expected to help women entrepreneurs with disabilities maintain their business performance by reducing dual role conflicts and getting social support from the surrounding environment.

**Design/methodology/approach** - Data collection was carried out with a qualitative approach with snowball sampling which was taken through interviews with six selected respondents. The characteristics of the sample are: 1) Female: married and still married, has at least 1 child, 2) Have a business/entrepreneurship for at least the last 6 months, 3) People with hearing disabilities, and 4) Domiciled on the island of Java.

**Findings** - Based on the results of the study, the effect of multiple roles on the performance of women entrepreneurs was slightly felt in families with children aged over 12 years, while housewives who had children under 12 years had a considerable influence. The performance of women entrepreneurs during the Covid-19 pandemic has increased, this is due to declining economic conditions. While forms of social support that help women entrepreneurs to maintain their performance as entrepreneurs during the Covid-19 pandemic are instrumental support, informational support, emotional support, and positive assessments obtained from family and friends. Social support is the main thing for women entrepreneurs to overcome dual role conflicts in their families, the social support they get comes from the family so that dual role conflicts in the family do not occur in women entrepreneurs.

**Research limitations** - This research is the initial research of a large umbrella of research with the topic of Analysis of the Effect of Multiple Role Conflicts on Performance Women Entrepreneurs During the COVID-19 Pandemic with Social Support as Moderating Variable.

**Originality/value** - Working and pursuing a career is an integral part of the tasks of human development, including people living with disabilities. Getting a job that matches the abilities of a person with a disability is a very dilemmatic issue due to stigma and discrimination in society. The needs of each individual's life depend on financial conditions, and one way to meet financial needs is to work. In addition, work is also an activity carried out by individuals to gain recognition and self-identity. Indonesia is one of the countries in Asia that has the potential to develop women entrepreneurs. As individuals, women entrepreneurs with disabilities face many problems when building and managing their businesses. These barriers are influenced by multiple roles in the family, education level, lack of training, lack of self-confidence, lack of funds, legal and social formalities.

**Keywords** : women, disability, entrepreneurs, pandemic covid 19

# SWPER Index Analysis: The Importance of Empowering Women and Child Nutrition in a Pandemic Situation in Indonesia

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## Abstract

**Background** - Empowerment of women is one of the important strategies in improving child nutrition, especially in this pandemic situation. There are three assessments of women's empowerment in the SWPER index, namely, how a woman responds to a problem, social independence, and decision making. Currently, empowerment indicators continue to develop, therefore an in-depth analysis of women's empowerment with the quality of child nutrition in this pandemic situation is needed. However, this condition has not been maximally applied in Indonesia, especially in this prolonged pandemic situation. Therefore, other methods are needed to provide additional data that can increase objectivity and empowerment analysis, such as empowering women on child nutrition in this pandemic situation.

**Purpose** - In this study, we will compare several previous studies regarding the SWPER index and child nutrition that occurred during the pandemic in Indonesia.

**Design/methodology/approach** - This research method uses a parallel literature review on the available SWPER index.

**Findings** - It be important to empowerwomen by increasing social self-reliance and decision-making skills to reduce stunting wasting and underweight rates. Additionally, increasing social independence and decision-making skills and targeting poor women seems to have positive benefits in reducing stunting wasting and underweight rates in children.

**Research limitations** - Consequences of insufficient data due to limited scope of motion, because all data taken using online databases.

**Originality/value** - Analysis of the SWPER index in empowering women socially on child nutrition during the pandemic in Indonesia

**Keywords** : Women's empowerment, Nutrition, Children, pandemic economy, Indonesia

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# Track: Health Economics



# The Species and Abundance of Mosquitoes in Kahyapu Village, Enggano District, North Bengkulu Regency

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## Abstract

**Background** - *The spread of mosquitoes is influenced by several factors, including the type of topography of an area and environmental factors. One of the areas in Indonesia that has cases of diseases caused by mosquitoes is Enggano sub-district, North Bengkulu Regency. Until now, there is no information about the types of mosquitoes found around Kahyapu Village, Enggano District, North Bengkulu Regency.*

**Purpose** - *The purpose to know about the species and abundance of mosquitoes in Kahyapu Village, Enggano District, North Bengkulu Regency.*

**Design/methodology/approach** - *The location of the research was determined by purposive sampling and collection of mosquitoes at each location point using the Human Landing Collection method.*

**Findings** - *From the results of research that has been carried out in Kahyapu Village, Enggano District, North Bengkulu Regency, found 4 types of mosquitoes. There were fewer types of mosquitoes found around Kahyapu Village, Enggano District, North Bengkulu Regency compared to research conducted by Soekirno (2006) in the area around Maluk Beach and Benette Harbor, Sumbawa Regency. The differences in the types of mosquitoes found were thought to be due to differences in environmental factors at each research location. Among these environmental factors are physical factors (temperature, humidity, intensity, wind speed and altitude), as well as the presence of mosquito breeding sites, river flow/puddles, abundant feed, suitable resting places for mosquitoes, and natural predators of mosquitoes in nature.*

**Research limitations** - *From the results of the study, there are 4 species, namely Aedes albopictus, Armigeres subalbatus, Culex fuscocephala and Culex quinquefasciatus. mosquitoes with abundant namely Aedes albopictus.*

**Originality/value** - *After this research has been carried out, it is recommended to the Bengkulu City Health Office to carry out surveillance and prevention of the Aedes albopictus mosquito which has the potential to transmit the DBD virus in Kayapu Village, Rengano District, North Bengkulu Regency.*

**Keywords** : Abundance, Mosquitoes, Purposive Sampling, Human Landing Collection method



## FUTURE EVENT

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September 25-26, 2021 | Virtual Conference

Bandung International Conference on Medical and Health Sciences (BICMHS)

<https://bicmhs.com>

October 5-7, 2021 | Virtual Conference

LPPM UPN “VETERAN” Yogyakarta Conference Series 2021

Economic and Business, Political and Social Science, & Engineering and Science

<https://upnconfeseries.com/2021-2/>

October 4, 2021 | Virtual Conference

7th Singapore International Conference on Management, Business, Economic and Social Science (7th SIMBES)

<http://www.simbesconference.com/7th-simbess/>

November 8, 2021 | Virtual Conference

6th International Conference on Interdisciplinary Research on Education, Economic Studies, Business and Social Science (6th RESBUS)

<http://resbusconference.com/index.php/6th-resbus/>

November 10, 2021 | Virtual Conference

International Conference on Post-Pandemic Society (ICPPS)

<https://paramadinaconference.com>

November 22, 2021 | Virtual Conference

International Conference on Governance Risk-management and Compliance (ICGRC)

<https://www.icgrc.com/>

November 29-30, 2021 | Virtual Conference

The 2<sup>nd</sup> International Conference on IT, Communication, and Technology  
for Better Life (2<sup>nd</sup> ICT4BL)

<http://ict4blconference.com/index.php/home-2021/>

December 6, 2021 | Virtual Conference

7th Japan International Business and Management Research Conference (7th JIBM)

<http://www.jibmconference.com/index.php/7th-jibm/>

December 14 - 15, 2021 | Virtual Conference

The International Halal Science and Technology Conference 2021 (IHSATEC):  
14th Halal Science and Business (HASIB)

<https://www.ihsatec.com>



**BOOK OF ABSTRACT  
CONFERENCE PROCEEDING**



**THE 5TH INTERNATIONAL CONFERENCE  
POSTGRADUATE SCHOOL**

*Virtual Conference  
September 8-9, 2021*