



Multi-objective Location-Transportation Problem for Relief Distribution A Case Study of Mount Bromo Eruption

Joniarto Parung, Amelia Santoso^(✉), Dina Natalia Prayogo, Felita Griselda,
and Adi Tedjakusuma

University of Surabaya, Surabaya, Indonesia
Amelia@staff.ubaya.ac.id

Abstract. The problem that is often encountered in every natural disaster is material damage and even loss of life; thus, systematic steps to reduce or prevent the impact of disasters are needed. A quick response is the main thing to carry out disaster management when a disaster occurs. The steps taken are mobilizing and deploying emergency services to protect people and reduce material damage within the affected areas. The primary response to minimize the impact is to distribute humanitarian aid. The distribution of aid includes 2 aspects: the speed of delivery of aid and the fulfillment of all the needs of disaster victims. This aspect is related to predicting the amount and time of distribution of necessities to be adequately distributed. Prediction of demand and distribution is influenced by many factors, including distance, availability of vehicles, number of affected people, operational time of aid providers, local conditions such as roads, needs of population groups, etc. This study aims to modify the existing mathematical model for the Multi-Objective Location-Transportation Problem. This modification was carried out to determine the number and time of effective delivery of essential goods based on heterogeneous vehicle capacities. This model was then applied to a case study for the distribution of goods during a volcanic eruption using data from Mount Bromo, East Java, Indonesia. The model development and application results in the case study show information on the number and timing of effective delivery of essential humanitarian aid items based on the available vehicle capacity at the location according to the conditions of the disaster location.

Keywords: natural disaster · eruption · multi-objective problem · humanitarian aids

1 Introduction

Natural disasters are damage events caused by an event or a series of events caused by nature that are difficult to avoid. Several natural disasters often encountered include earthquakes, volcanic eruptions, tsunamis, floods, hurricanes, and landslides. Natural disasters will generally be followed by material damage and even loss of life. According to Kaviyani et al. [1], there has been significant growth in fatalities and financial losses caused by natural disasters in recent years. This has encouraged researchers and practitioners in various fields to make intensive efforts to deal with natural disasters through

disaster management. Disaster management is generally divided into four stages: mitigation, preparedness, response, and recovery [2]. The mitigation and preparedness phase occurs before the disaster, aiming to determine the necessary steps to reduce or prevent the impact of a disaster and develop an action plan to be implemented in the event of a disaster. When a disaster occurs, response and recovery phases take place. The response, or intervention phase, is the mobilization and deployment of emergency services to protect people and reduce material damage within the affected area. The recovery phase sets out the steps towards a return to normal, i.e., the standard of living of the same quality as before the disaster occurred.

This paper focuses on the response phase for distributing aid in a natural disaster. The distribution of aid includes 2 aspects: the speed of delivery of aid and the fulfilment of all the needs of disaster victims. According to Gossler [3], the budget of aid organizations is generally limited, so costs for providing transportation services need to be saved, which often causes aid distribution decisions to be impacted. In this regard, it is essential to understand the relationship between transportation and the distribution of humanitarian aid to disaster areas. Several studies have linked the scheduling of humanitarian aid deliveries to the availability of transportation facilities and meeting the needs of disaster victims at the right location.

One of the studies that relates the aspects of transportation and affected locations in a mathematical approach is [4]. The mathematical model was developed with multi objectives. The model developed by Abounacer et al. [4] revealed 3 objectives: (1) to minimize the total transportation time to area i , (2) to minimize the distribution centers, and (3) to minimize the total unfulfilled demand. In this mathematical model, two important variables to consider are the affected location and transportation to reach the affected location. To design a humanitarian aid distribution network, the affected location variables need to be known. By knowing the affected location, the number of affected people can be identified so that the amount of humanitarian aid such as water, food, medical goods, and other equipment and the best location for the distribution center of humanitarian aid can be determined. Transportation variables are needed to distribute humanitarian aid to affected locations at the right time and the right amount. These two variables are the core of the objectives that will be resolved simultaneously in the case of humanitarian assistance when a natural disaster occurs at the responsive stage. The model developed by Abounacer [4] was tested in natural disaster cases in Indonesia, through modifications according to the conditions at the disaster site. The problem discussed is how this form of change is carried out to be applicable to local conditions in Indonesia.

According to Berkoune et al. [5], a disaster is a complex situation in which the flow of various relief goods must be transported to the affected population using available vehicles. The relief items needed are generally sent from one distribution center to a delivery point representing the location where disaster victims will get aid. As transportation needs are many and varied, disaster managers often request almost any vehicle available, even if some of them are not very efficient for delivering certain types of goods. This condition often causes the relief goods not to be delivered as needed at the wrong location.

One of the main concerns about disaster transportation is the lack of certainty, which leads to the failure to distribute humanitarian aid logistics increasing fatalities effectively. To minimize or eliminate this problem, several researchers have developed powerful optimizations. Gossler et al. [3] developed a game theory model to investigate the effect of transportation costs on distribution decisions in long-term relief operations and evaluate measures to improve the fulfilment of beneficiary needs. Singhtaun [6] proposed a mathematical model and survey performance of the algorithm to solve the transportation-location problem of humanitarian aid and solved it with the help of a branch-limit algorithm. Vitoriano [7] proposed several steps to solve the distribution problem. Vitoriano [7] also developed a multi-variable optimization model based on the considered aspects. The proposed model is the core of a decision-making backup system to assist humanitarian aid. Huang et al. [8] developed the principles of humanitarian distribution with three objectives, including saving tools, delay costs, and fairness. Wang et al. [9] focused on the post-earthquake phase and proposed a non-linear integer model for the problem of position distribution and aid routing problems considering travel time, total cost, and reliability of dispatch missions and genetic algorithms. [10] studied and described a real-world Multi-Constraints Emergency Transportation Problem in disaster response under travel time uncertainty whose purpose is to determine a series of flights and routes and the assignment of aircraft and other vehicles to deliver the necessary humanitarian assistance to the disaster area as soon as possible. This model is a variant of the Vehicle Routing Problem (VRP), which considers heterogeneous fleets with multi-depots delivering supplies to customers to minimize the maximum travel time of all routes where experts predict vehicle travel times due to damaged ground transportation networks and impact levels are not known.

All the models and approaches described above have advantages and disadvantages, so they cannot be used in all situations. In this paper, the model by Abounacer et al. [4] uses a homogeneous means of transportation, and the affected locations are categorized based on data. This ideal condition does not always occur in disaster areas like in Indonesia, where vehicles are not always homogeneous in capacity, volume, and speed, so the model Abounacer et al. [4] was modified according to field conditions. The field condition used as a case study is the condition at Mount Bromo, East Java, Indonesia.

2 Research Method

In terms of paradigm, this research can be grouped into positivist research, in which the ontology sees reality objectively. The research strategy is included in the analytical category. In this study, the initial model of Abounacer et al. [4] is implemented as is with actual data and then analyzed. After finding the need for modification, the initial model was developed based on logic according to the modified findings from the real situation in the field. In this paper, only 2 objective functions were shown, different from the initial model with 3 objective functions, because the location for collecting aid for disaster victims is only 1 Regional Income Management Agency (BPPD), so the number of agents (first-aiders) needed to open and operate the selected distribution centers will always be a minimum. The second objective function of the initial model is no longer relevant.

Primary data collection was done through direct observation, field visits, and interviews to verify data, including discussions with National and Political Unity Agency (Bakesbangpol) East Java Province, Regional Disaster Management Agency (BPBD) Probolinggo Regency, and Sumber Asih and Sukapura, Probolinggo Sub-district heads. Primary data includes actual data regarding the logistics needs of the community when an eruption occurs. Primary data is also in the form of the most affected locations, the psychological and economic impact of the eruption on the environment, the type of eruption, the flow of the eruption, the type of mountain, community activities, data on vehicles used for shipping, and the number of workers. Secondary data are data obtained from the historical history of Mount Bromo. The data were obtained through the internet and related official websites, such as data on the distance of goods delivery from the sub-district to the village, data on the size and dimensions of vehicles, volume data, and the weight of materials for logistics needs.

3 Results and Discussions

One example of a natural disaster that has occurred and has the potential to happen again on Java Island is the eruption of Mount Bromo, East Java, Indonesia. Mount Bromo is located in four regencies: Probolinggo, Pasuruan, Lumajang, and Malang. Mount Bromo has erupted more than 60 times since 1767. The eruption interval of Mount Bromo occurs every 5 years and increases every 30 years. The most significant Bromo eruption in the 21st century occurred in 2004. In 2004, the Bromo eruption killed 2 tourists under the sand, and 5 others suffered minor injuries (IRBI BNPB, 2013).

The eruption of Mount Bromo produced a thick cloud of dust that hampered the community's daily activities, thus having an impact on meeting the needs, activities, and social losses of the community. The conditions of people's lives that must be met rice, sardines, masks, instant noodles, drinking water, etc., become difficult to fulfil because satisfying their needs is hampered by the activity of Mount Agung. Volcanic eruptions impact distribution failures, including shortage of raw materials, too long delivery times, etc. The failure of distribution has an impact on social losses for the community in the form of loss of life, non-fulfilment of the necessities of life, hunger, disease, etc.; thereby, it is necessary to ensure the time and quantity of goods for logistics needs that can meet the needs of the community properly.

The Regional Disaster Management Agency (BPBD), as the government agency that regulates the distribution of the necessities of life for the community, plays an important role in dealing with the impact of natural disasters. BPBDs are divided into 2 types based on their coverage area, namely Regency and Provincial-level BPBDs. At the time of the Mount Bromo eruption, the closest BPBD of Probolinggo Regency was responsible for sending goods to the affected villages. BPBD sends goods to the village head and then distributes them to the community. Several villages are grouped into several areas so that the capacity of vehicles with goods distributed is maximized. BPBD encountered several problems that arose: the lack of the number of daily necessities that were distributed and the timing of the delivery of goods to the village ahead was uncertain.

Based on the problems that arise in BPBD, literature studies and data processing are carried out to help find appropriate solutions. The researchers conducted a literature

study based on the mathematical model developed by Abounacer et al. [4] because it is suitable for solving this problem, namely the multi-objective location-transportation problem, which aims to minimize delivery times and the number of unmet community needs. The mathematical model developed by Abounacer et al. [4] discussed that the capacity of the goods sent should be adjusted to the number of community needs, the type of vehicle transporting goods, and the maximum capacity of the vehicle that transports aid goods allocated to the village. Vehicles have a maximum operating time of 24 h; if the vehicle fails to make deliveries within the available time, it is necessary to increase the number of vehicles and not the capacity. The number of vehicles needs to be added and not the capacity because this can increase the vehicle's operating time, which can exceed the maximum limit of vehicle operation. Data processing for mathematical models was carried out by inputting the LINGO11 program language with adjustments, then assisted by Microsoft Excel 2010, and entering the data needed for later analysis regarding the solution to achieve the desired goal. Sensitivity analysis was carried out to determine the effect of changes in one parameter, namely demand, to anticipate the time.

The development model to be applied to the volcanic eruption at Mount Bromo is described below. Table 1 exhibits the modifications of the original model.

Table 1. Comparison of the Abounacer et al. [4] model and the proposed model

Category	Abounacer et al. model	The proposed model
Method	Multi objective location transportation problem	Multi objective location-transportation problem
Objective	To determine the distribution time To determine the number of demand points and a minimal number of workers To know the number of unfulfilled demands	To determine the distribution time To know the number of unfulfilled demands
Demand	Obtained through disaster related data	Adapted to the population and the number of needs per person
Affected location	Categorized based on data	Manually categorized based on vehicle loading capacity and population demand. The village location is categorized into several areas
Cost	Not considered	Not considered
Type of Vehicles	homogeneous vehicles that are used to load all requirement	Heterogeneous vehicles that are used to load product and another vehicle to load water
Time window	Not considered, as minimum as possible	Not considered, as minimum as possible

The modified mathematical model developed from [4] is shown below. The multi-objective location-transportation model aims to determine the minimum duration, number of workers and the delivered product.

Index:

$$\begin{aligned}
 i &= \text{area}; i = \{1, \dots, n\} & j &= \text{product}; j = \{1, \dots, p\} \\
 l &= \text{BPBD}; l = \{1, \dots, u\} & h &= \text{vehicle type}; h = \{1, \dots, m_l\} \\
 k &= \text{vehicle}; k = \{1, \dots, u_{hl}\} & v &= \text{trip}; v = \{1, \dots, r\}
 \end{aligned}$$

Parameter:

- d_{ij} = demand of product j in area i
- S_l = BPBD capacity of product
- s_{ij} = BPBD capacity of product j
- N_l = number of workers in BPBD
- t_{il} = traveling time from BPBD to area i
- m_l = number of available vehicles in BPBD
- u_{hl} = number of vehicle type h in BPBD
- τ_{lh} = docking time of vehicle type h in BPBD
- Q_h = loading weight capacity of vehicle type h
- V_h = volume capacity of vehicle type h
- α_{jh} = loading and unloading time of product j at vehicle type h
- D_h = the maximum working time of vehicle type h
- w_j = the weight of each unit of product j
- v_j = the volume of each unit of product j
- r = the maximum number of trips that are needed by vehicle

Decision Variables:

- y_i = 1 if there are shelter in BPBD, 0 otherwise
- x_{ilhkv} = 1 if there are visiting to area i in BPBD with vehicle k , vehicle type h on trip v
- Q_{ijlhkv} = the product j quantity that delivered to area i of BPBD using the vehicle k type- h on delivery trip v
- P_{jl} = the available product j quantity in BPBD.

The mathematical model.

The first objective function is to minimize the total transportation time to area i .

$$\text{Min } f_1 = \sum_{i=1}^n \sum_{l=1}^u \sum_{h=1}^{m_l} \sum_{k=1}^{u_{hl}} \sum_{v=1}^r ((2t_{il} + \tau_{lh}x_{ilhkv}) + \sum_{j=1}^p \alpha_{jh}Q_{ijlhkv}) \tag{1}$$

The second objective function is to minimize the total unfulfilled demand

$$\text{Min } f_3 = \sum_{i=1}^n \sum_{j=1}^p \left(d_{ij} - \sum_{l=1}^u \sum_{h=1}^{m_l} \sum_{k=1}^{u_{hl}} \sum_{v=1}^r Q_{ijlhkv} \right) \tag{2}$$

Subject to:

The product quantity that delivers to each area has to be less than demand in the area

$$j \sum_{l=1}^u \sum_{h=1}^{m_l} \sum_{k=1}^{u_{hl}} \sum_{v=1}^r Q_{ijlhkv} \leq d_{ij}; \quad i = 1, \dots, n; j = 1, \dots, p \quad (3)$$

The quantity product that delivers by vehicle has to be less than available products in BPBD.

$$\sum_{l=1}^n \sum_{h=1}^{m_l} \sum_{k=1}^{u_{hl}} \sum_{v=1}^r Q_{ijlhkv} - p_{jl} \leq 0; \quad j = 1, \dots, p; l = 1, \dots, u \quad (4)$$

The operation time of vehicle k type h that are in BPBD has to be less or equal to the maximum vehicle operation time

$$\sum_{i=1}^n \sum_{v=1}^r ((2t_{il} + \tau_{lh})x_{ilhk} + \sum_{j=1}^p \alpha_{jh}Q_{ijlhkv}) \leq D_{hlyl}; \quad l = 1, \dots, u; \\ h = 1, \dots, m_l; k = 1, \dots, u_{hl} \quad (5)$$

The total loading of delivered product ($w_j Q_{ijlhkv}$) is equal and less than vehicle capacity ($Q_h x_{ilhk}$). It assumes deliver the similar product

$$\sum_{j=1}^p W_j Q_{ijlhkv} \leq Q_h x_{ilhk}; \quad i = 1, \dots, n; j = 1, \dots, p - 1; l \in L_i; h = 1; \\ h = 1; k = 1, \dots, u_{hl}; v = 1, \dots, r \quad (6)$$

The product volume that delivers by each vehicle has to be less than or equal to maximum capacity of vehicle loading. There is no difference among product that is loaded.

$$\sum_{j=1}^p v_j Q_{ijlhkv} \leq V_h x_{ilhk}; \quad i = 1, \dots, n; j = 1, \dots, p - 1; l \in L_i; \quad (7)$$

Vehicle that delivers product except water ($j = 1, \dots, p - 1$), using the first vehicle type.

First vehicle ($k = 1, \dots, u_{hl}$), in all of delivery trip ($v = 1, \dots, r$).

$$V_j Q_{ilhk} \leq V_h x_{ilhk}; \quad i = 1, \dots, n; j = 7; l \in L_i; h = 2; \\ k = 1, \dots, u_{hl}; v = 1, \dots, r \quad (8)$$

The product in BPBD has to be fulfilled before delivery to area i

$$\sum_{j=1}^p p_{jl} \leq S_l y_l; \quad l = 1, \dots, u \quad (9)$$

The capacity of each product j in BPBD has to be fulfilled before delivers to area i

$$p_{jl} \leq S_{lj}; \quad j = 1, \dots, p; l = 1, \dots, u \quad (10)$$

$$y_l \in \{0, 1\}; \quad l = 1, \dots, u \quad (11)$$

$$x_{ilhk} \in \{0, 1\}; \quad i = 1, \dots, n; l \in L_i; h = 1, \dots, m_l;$$

$$k = 1, \dots, u_{hl}; v = 1, \dots, r \quad (12)$$

$$Q_{ijlhkv} \geq 0; \quad i = 1, \dots, n; l \in L_i; h = 1, \dots, m_l;$$

$$k = 1, \dots, u_{hl}; v = 1, \dots, r \quad (13)$$

$$p_{jl} \geq 0; \quad j = 1, \dots, p; l = 1, \dots, u \quad (14)$$

4 Conclusion

Through the research conducted, it can be concluded that:

The mathematical model developed by Abounacer et al. [4] can be used to determine the minimum time of distribution of daily necessities products found on Mount Bromo. The model can be used, but some formulas and objective functions need to be adjusted so that they can match the actual conditions in the form of non-homogenous vehicles.

The mathematical model developed by Abounacer et al. [4] can be applied to determine the minimum quantity of unmet demand from the distribution of daily necessities found on Mount Bromo. Models can be applied with formula adjustments.

Sensitivity analysis can be applied by changing the demand parameter to objective function 1, which is to know the distribution time, and objective function 2, which is to know the number of shipments that are not delivered.

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Hulontalo Ethnic's Values in Making Business Capital Funding Decisions

Muh. Sabir Mustafa, Ubud Salim, Nur Khusniyah Indrawati, Siti Aisjah

This study aims to explore and understand the Hulontalo ethnic group in the furniture business in Gorontalo City values in making business capital

funding decisions. This research was conducted with a qualitative approach using Spradley's ethnographic design as the analysis knife and the Developmental...

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Comparison of Optimal Portfolio Before and During the Covid-19 Pandemic: Testing on LQ45

Evelyn Kusuma, Putu Anom Mahadwartha, Endang Ernawati

This study forms an optimal portfolio using a single index model on LQ45 index stocks and compares its performance before and during the Covid-19 pandemic. Return, risk, Sharpe ratio, and Treynor ratio are compared between the period before and during the pandemic. The calculation of excess return to...

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Credit Restructuring for Bank Debtors Affected by the Covid 19 Pandemic

Sugeng Hariadi, Firsya Ayu Novita

This study aims to examine how the acceleration of economic recovery can predict the success of restructuring non-performing loans for bank debtors due to the Covid-19 pandemic. A triangulation method with a qualitative approach was conducted to investigate primary data obtained from interviews with...

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Levers of Control Management Control System and the Company Competitiveness

William Kurniawan, Fidelis Arastyo Andono

A management control system (MCS) is one crucial element that supports a company in undertaking its formulated strategy. This research aims to investigate the role of MCS in maintaining or improving the company's competitiveness through its strategy. This research design is a qualitative case study of...

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Driving Factors for Digital Technology Innovation in Financial Markets in Indonesia

Agus Zainul Arifin, Khairina Natsir, Made Setini, Herie Darmawan

This study aims to investigate the relationship between Perceived Usefulness and Perceived Risk on Intention to Use mediated by attitude on the use of Fintech with the Technology Acceptance Model (TAM) and the Theory of Planned Behavior (TPB) theoretical approaches. The testing of the model used primary...

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Factors Affecting Syndicated Loan Spreads in Indonesia, Thailand, and Vietnam

Jonathan Bryan, Deddy Marciano, Endang Ernawati, James Bartle

This study aims to analyze the effect of loan information (i.e., number of lenders, loan amount, and loan maturity) and borrower characteristics (i.e., public, firm size, leverage, and profitability), as well as control variables such as country and year on syndicated loan, spread in public companies...

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Factors Affecting the Capital Structure of Non-financial Business Entities Listed in the IDX for the 2016–2020 Period

Adityawan Slamet, Endang Ernawati, Werner Ria Murhadi

This research aims to analyze the determinants of a firm's factors that influence capital structure. The variables used were profitability, growth, tangibility, non-debt tax shield, liquidity, and size. This research used a quantitative approach by using multiple linear regression. This research samples...

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The Effect of Dividend Policy, Profitability, and Leverage on Share Price Volatility of Service Sector Enterprise Indexed on the Indonesia Stock Exchange During 2015–2019

Shieryn Fiorenza, Liliana Inggrit Wijaya, Bertha Silvia Sutejo

This research analyzes the effect of dividend payout ratio, dividend yield, earnings volatility, and debt-to-equity ratio on share price volatility in service sector enterprise indexed on the Indonesia Stock Exchange during the 2015–2019 period. This study used a quantitative approach with multiple linear...

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Control Mechanism Analysis in Mediating Market Valuation on Firm Performance in Indonesia

Nisrul Irawati, Lisa Marlina

The market valuation offers the opportunity to examine the firm performance, especially as the firm goes public. However, management often puts their interests above the interests of investors; therefore, management movement needs to be limited by a control mechanism that will reduce agency conflict....

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Types I, II, III Agency Problems, Firm Value, and National

Governance Quality A Case Study of Indonesian and Singaporean Companies

Septiana Sihombing, Isfenti Sadalia, Amlys Syahputra Silalahi

Corporate governance is mostly studied in developed countries such as the US, UK, and some developed countries in Europe, which focuses on Type I agency problems (shareholder-manager), and there is a dearth of types of agency problems such as type II problems (shareholder-shareholder) and type III problems...

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Good Corporate Governance on Firm Value in the LQ45 Index (Indonesia Stock Exchange)

Nurlisa Borliani Siregar, Isfenti Sadalia, Amlys Syahputra Silalahi

The company does not only aim to seek profit but also to maximize its value, which is reflected in the company's share price. Good corporate governance is a system that regulates the relationship between managers, creditors, and employees by considering their rights and obligations to create added value...

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The Effect of Financial Literacy, Risk Perception, Overconfidence, and Investment Experience on Cryptocurrency Investment Decision

Dian Mahardi Lestari, Isfenti Sadalia, Amlys Syahputra Silalahi

An investment decision is a discretion adopted by investors in selecting or

determining the placement of their investment funds. Investments are always fraught with uncertainty, as the investment occurs in the present while the benefits come in the future. Investment is essentially the deployment of...

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Optimal Return Analysis Using Ichimoku Kinko Hyo on the LQ45 Indonesia Stock Exchange

Elon Losman, Isfenti Sadalia, Chairul Muluk

One of the indicators used in technical analysis to analyze stock trends is Ichimoku Kinko Hyo. Ichimoku Kinko Hyo itself has four components: Tenkan Sen, Kijun Sen, Chikou Span, and Kumo. The four components can be used independently, in pairs, or as a whole. This study aims to analyze the rate of return...

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The Influence of Profitability, Leverage, and Market Value on Income Smoothing in Coal Mining Industries Listed on the Indonesia Stock Exchange

Andreas Turnip, Isfenti Sadalia, Rina Bukit

This study aims to analyze the effect of profitability, leverage, and market value on income smoothing in Coal Mining industries listed on IDX. An important information for investors is profit and loss performance. Profit gives a signal that the company's performance is in a positive trend so that it...

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The Effect of Profitability, Liquidity, and Financial Leverage on Stock Prices in Property and Real Estate Companies Listed on the Indonesia Stock Exchange

S. Royan Sumando, Isfenti Sadalia, Abdilah Arif Nasution

The objectives of this study is to analyze the effect of profitability, liquidity, and financial leverage on the stock prices of property and real estate companies listed on the Indonesia Stock Exchange (IDX). The property and real estate industry growth of a country can be an indicator of its economic...

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The Effect of Profitability, Leverage, Incentive, and Gender Diversity on Tax Avoidance in Coal Sub-sector Companies Listed on the Indonesia Stock Exchange (IDX)

Maria Br Sihaloho, Iskandar Muda, Nisrul Irawati

Based on financial report data published by coal sub-sector companies on the IDX website from 2018 to 2020, this study attempts to assess the effect of profitability, leverage, incentives, and gender diversity on tax avoidance. In this study, sampling was done with the use of the STATA program and multiple...

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Investment Capital and Stock Return on Investment Interest in Millennial Generation in Indonesia

Andriansyah, Isfenti Sadalia

This research aims to determine the effect of investment capital and stock returns on investment interest in the millennial generation in the capital market. This research is associative research with a quantitative descriptive approach. This research was conducted in the city of Medan with a sample...

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Analysis of MSME Financial Intelligence Level in the Utilization of Peer-to-Peer (P2P) Lending as a Financing Alternative in Batam City

Rony Ukurta Barus, Isfenti Sadalia, Chairul Muluk

Micro, Small, and Medium Enterprises (MSME) is Indonesia's main corporate sector, with 97% of Indonesia's total workforce. Capital fulfillment is one of the obstacles to MSME's development. While most Indonesian MSMEs have various weaknesses in meeting banking requirements for financing, technological...

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The Effect of Operational Efficiency, Marketing Effectiveness, and Leverage on the Financial Performance of

PT Pelabuhan Indonesia (PERSERO) Regional I

Rizka Ameylina Nasution, Iskandar Muda, Nisrul Irawati

This study aims to analyze the performance of PT Pelabuhan Indonesia (Persero) Regional I as part of the Indonesian logistics chain. The efficiency and effectiveness of PT Pelabuhan Indonesia (Persero) Regional I are expected to reduce logistics costs to realize economic development in the Western region...

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Review of Behavioral Finance from an Investor's Perspective

Beby Kendida Hasibuan, Isfenti Sadalia

This study aims to determine how the development of behavioral finance from year to year. As we know, developments regarding today's investment decision-making are heavily influenced by behavioral finance. This is because, in several studies, it is known that an investor can behave irrationally in making...

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The Role of Green Accounting and Corporate Social Responsibilities to Improve Maritime Tourism Quality in North Sulawesi

Victorina Z. Tirayoh, Herman Karamoy, Christian V. Datu, Christoffel Mardy O. Mintardjo

Green accounting and corporate social responsibility (CSR) play an

essential role in improving the quality of human life and nature. The quality of maritime tourism faces various issues; thus, there is a need for synergy in the business world by implementing green accounting and CSR so that maritime-based...

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The Effect of Macroeconomic Variables on Kompas 100 Indeks on the Indonesia Stock Exchange

Pernando Simamora M, Nisrul Irawati, Chairul Muluk

This study aims to determine the effect of macroeconomic variables, inflation, economic growth, interest rate, exchange rate, and unemployment rate on the KOMPAS 100 Index on the Indonesia Stock Exchange. The sample in this study used the KOMPAS 100 Stock Price Index data from 2015 to 2020 with monthly...

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Green Organizational Culture as Mediator of the Effect of Knowledge Creation on Green Performance

Faizal Susilo Hadi, Sri Wartini, M. E. Lanny Kusuma Widjaja

Limited resources and environmental degradation encourage green economy practices. Green performance can not only be assessed from the production results in the form of products or services in one production chain, but it is a production process in a sustainable cycle or known as a circular economy....

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Competitive Advantage Strategy of Port Enterprise in Indonesia

A Case Study of Eastern Indonesian Ports

Andi Iswoyo, Aminatuzzuhro, Yanuar Fauzuddin, Hendrik Rizqiawan, Supriyanto

In general, ports in Indonesia do not have sound capabilities to face competition with foreign ports. For example, Pelindo III is the largest port company in Indonesia that controls the logistics distribution area of Eastern Indonesia and also faces global port competition. This study explores the competitive...

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Will Education Return to Normal?

Investigating Public Opinions on Covid-19 School Reopening

Bobby Ardiansyahmiraja

All educational institutions are currently reopening because the global community is more prepared and has the resources needed to control the spread of Covid-19. However, after years of online dominated learning, reopening schools and universities is not a simple task. Authorities need to understand...

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The Effect of Perceived Price Fairness, Product Quality, and Service Quality on Customer Loyalty with Customer Satisfaction Mediation on Shopee Consumers

Mohammad Nadhiful Fiqqih

This study aims to examine the effect of product price fairness, product quality, and service quality on customer loyalty by customer satisfaction mediation. This research was conducted on Shopee consumers in Surabaya. This study used quantitative methods with PLS (partial least square) test equipment....

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MSME Categorization In Indonesia: Is It Potentially Problematic?

Henrycus Winarto Santoso, Noviaty Kresna Darmasetiawan, Made Siti Sundari, Raymond Lim, Erisa

In Indonesia, MSMEs play a critical role in driving the economy through labor absorption and contribution to GDP. Therefore, MSME categorization has been through numerous processes of refinement in order to be implemented as intended to ascertain better empowerment by policymakers and provide unbiased...

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Potential Spillover from Foreign Companies Evidence from the Indonesian Convection Industry

Cynthia Yohanna Kartikasari, Suyanto Suyanto

The textile industry in Indonesia is fascinating to study due to its essential role in the Indonesian economy and as a strategic sector for employment. While imported items continue to dominate raw material supply in this sector, Foreign Direct Investment (FDI) inflows will bring about externality effects...

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Collaborative Strategy to Maintain Sinona Indonesia's Financial and Operational Sustainability in the New Normal Era

Noviaty K. Darmasetiawan, Henrycus W. Santoso

This study aims to analyze (1) the pentahelix network collaboration strategy carried out by Sinona Indonesia in the new normal era; (2) the role of the collaboration strategy in the pentahelix network in maintaining the financial and operational sustainability of Sinona Indonesia in the new normal era;...

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Integrating Social Cognitive and Social Capital Theory in Using Telemedicine in Pandemic Period

Andri Rianawati, Flora Ramona Sigit Prakoeswa, Zainul Mustofa, Cita Rosita Sigit Prakoeswa, Aza Rosmala

During the Covid-19 outbreak, the usage of telemedicine has increased. This study has a goal to see how the integration of social cognitive and social capital theory affects users' inclinations to use telemedicine during pandemic turbulence. Individual relationships and social structure are

discussed...

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The Use of Non-cash Payment Methods During The National Economic Recovery

Bambang Budiarto

This study aims to determine the proportion ratio between people who have more income and sufficient income when using a non-cash payment method. The division of two groups of people's income is based on The Regulation of the Minister of Manpower of the Republic of Indonesia No. 14 of 2020. People with...

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Grouping of Tourist Preferences Towards Tourist Villages in East Java Based on Facial Recognition and Background

Siti Mujanah, Candraningrat Candraningrat, Sumiati, Lutvi Abdullah, Nur Fitriani, Elvira Aulia Fijannah

The research aims to propose a new method for the analysis based on face and picture content recognition technologies, travel habits, and preferences that were grouped by age, gender, and the background of tourist attractions utilized by photographers. This study uses content analysis to identify potential...

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Developing Model of Digital Leadership for the New Normal Age

Setyo Budianto, Ubud Salim, Wahdiyati Moko, Nur Khusniyah

The new normal is a new order created to adapt to the Covid-19 pandemic, a new habit built on adaptation to promote a clean and healthy lifestyle. The pandemic is a real-life example of a volatile-uncertain-complex-ambiguous (VUCA) world. It has resulted in huge changes in leadership and management of...

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Frugal Lifestyle Trend Among Generation Z How Do They Spend Money?

Prita Ayu Kusumawardhani

This research is based on the phenomenon of Generation Z's life as the next generation who spends their expenses sparingly due to several current global threats such as the depletion of global resources, the climate crisis, to the Covid-19 pandemic. This frugal lifestyle behavior is characterized differently...

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Internal Locus of Control, Entrepreneurial Learning, Risk Tolerance on Self-efficacy, and Entrepreneurial Intention

Denis Fidita Karya, Mohamad Yusak Anshori, Rizki Amalia Elfita, Laila Alfi Sahrin, Mira Nirmala Gita

The high unemployment rate in Indonesia is dominated by highly educated people, including senior high school, college, and diplomas. This is undoubtedly a concern of the government. To reduce the high unemployment rate, education is needed especially concerning the importance of having entrepreneurial...

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Domestic Consumption: Relative Product Quality Ethnocentrism, and Domestic Product Belief

Mohamad Yusak Anshori, Denis Fidita Karya, Rizki Amalia Elfita, Laila Alfi Sahrin, Mira Nirmala Gita

The increasing number of cosmetics imports in Indonesia has resulted in the domestic cosmetic industry has to compete with foreign products. This study aims to determine consumer behavior in using local products using cognitive (quality evaluation), normative (social and personal norms relating to the...

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The Effect of Financial Literacy and Financial Inclusion on MSMEs Performance (Case Study in MSMEs Assisted by SME & IKM DPW North Sumatra Province)

Mangihut Parlindungan Aritonang, Isfenti Sadalia, Chairul Muluk

The performance of Micro, Small, and Medium Enterprises (MSMEs) has a vital role in the economy in Indonesia. Reaching 99.9% of the total businesses in Indonesia, MSMEs contribute significantly to job creation and employment. However, they still face many problems, especially capital

problems, which...

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Supply Chain Management Strategy in Building a Competitive Advantage Through the Implementation of Logistic 4.0

Fausta Air Barata, Gustaf Naufan Febrianto, Muhammad Yasin

This study aims to examine supply chain management in building competitive advantage through logistics. This study indicates that: 1) Strategic supply chain management is achieved to win the supply chain or at least survive in market competition. Efficient and robust logistics 4.0 must rely on technology...

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Predicting Digital Business Startup Intention in SEA: TPB-PC Model Test

A Case Study of Indonesian Students

Christoffel Mardy O. Mintardjo, Achmad Sudiro, Mintarti Rahayu, Sudjatno Sudjatno

Digital business startups are essential engines for innovation and economic growth in Industry 4.0 era and digital civilization. These digital technology-based businesses can grow and develop rapidly when new desires and ideas arise from entrepreneurs to establish digital business ventures. This study...

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The Change of a Poor Paradigm to a Rich Paradigm Through the NU Coin Movement Process

(A Case Study on the Zakat Infaq and Alms Institution MWC NU Kalidawir, Tulungagung Regency)

M. Yusuf Azwar Anas, Armanu Thoyib, Sudjatno, Risna Wijayanti

Poverty is a problem in many countries worldwide. Poverty can be in the form of poor wealth or mental poverty. This study aims to explain changing the poor paradigm to the rich through the NU Coin movement carried out by the amil zakat and infaq institutions of Nahdlatul Ulama. Community movement phenomenon...

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Self-regulation and Learning Outputs of Filipino MOOC Learners

Junard Duterte, Gilbert Importante

During the coronavirus pandemic, scholars study how learners pursue lifelong learning in open and distance education since few studies investigate this issue. This study aims to discover a learning model that would increase the students' online learning engagement and course completion in Massive Open...

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Unraveling Cultural Intelligence and Its Impact on Perceived Employability Among Undergraduate Students in Philippines' Public Universities

Daniel Fritz V. Silvallana, Maartandan S. Suppiah

Managing a multicultural environment has been increasingly challenging in the workplace. Higher education institutions are expected to play an active role in developing and promoting necessary skills for students to be adaptive in a diverse workplace after graduation. Cultural intelligence becomes a...

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Behind Knowledge Hiding Behavior A Case Study of CV. Tirta Monsager-Indonesia

Elsye Tandelilin, Noviaty Kresna Darmasetiawan, I. Gusti Ayu Kade Dewi
Laksmi Wiryana

The study aims to understand the reasons behind knowledge hiding behavior. Knowledge hiding is a common phenomenon in organizations done intentionally by an individual to withhold or conceal knowledge that another has requested. Knowledge hiding becomes a contrarian behavior that violates the organization's...

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Employee Service Innovative Behavior in the Public Sector: The Role of Proactive Personality and Work Engagement

Anni Fitriana, Aryana Satrya

This study aims to examine the critical role of proactive personality on the employee service innovative behavior and the indirect effect of mediation of work engagement. 323 complete responses from full-time frontline employees in Indonesia's public service organization were used and analyzed with Structural...

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The Influence of Work Ability, Work Environment and Organizational Culture on Employee Performance with Motivation as a Mediating Variable

Firdaus Lismanto

The purpose of this study is to investigate the factors that contribute to the decline in employee performance at ABC Company, specifically work ability, organizational culture, work environment, and motivation. This type of research employs quantitative methods in applied business research.

The sample...

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The Effect of Privacy (Security) Settings, Application Design, and E-Trust on E-Relationship Satisfaction and E-Loyalty on GoFood in Surabaya

Ahadin Mintarum

This study aims to examine privacy (security) settings, application design, and e-trust on e-relationship satisfaction and e-loyalty on GoFood in Surabaya. This study used a quantitative approach with the partial least square (PLS) method by distributing questionnaires to 100 respondents who

used the...

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Mediating Effect of Psychology Empowerment on the Influence of Knowledge Sharing to Lecturer Performance: An Empirical Study in UBP Karawang

Enjang Suherman, Suroso, Budi Rismayadi, Sihabudin

Lecturers' academic positions, university accreditation ratings, and lecturers' education levels that are not yet optimal indicate that lecturers' performance is still not optimal. The government's efforts by providing scholarships, training, and grants are a form of empowering lecturers. In addition,...

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The Impact of Employees' Paradox Mindset on Innovative Behavior Mediated by Thriving at Work: A Quantitative Study of Banking Employees

Maria Fillippa Neri Indrawati, Aryana Satrya

This study analyzes the relationship between employees' paradox mindset and IWB. This study also investigates thriving as mediating variable in the relationships between employees' paradox mindset and IWB. Individual innovation is accompanied by paradoxical tension. Adopting a paradox mindset, which...

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Work from Home During the Covid-19 Pandemic in Civil and Public Service Context What Could Be Learned From It?

Rasmulia Sembiring, Winarto

The Covid-19 pandemic has forced people to discover a new way to work, study, learn and socialize. The terminology "work from home" is not new in the literature and practices; however, it became more and more popular around the world during the Covid-19 pandemic. The present research aims to explore...

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Gender Ideology and Company Performance Measure A Case Study on Two Companies in Indonesia

Lisa Widjaja, Dianne Frisko Koan

This study aims to analyze the role of the company's leader in arranging the non-financial measures using gender ideology. This study uses a qualitative approach to understand better the role of top management of the company in the way they set up the performance measures, especially non-financial measures....

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The Relativism of Ethical Dilemma Decision Making The Use of Social Media for Pre-employment Background Check

Permata Ayu Widiasari

The research involves 120 business students answering ethical dilemmas in business. The case was about a company using social media as a pre-employment background check and considering it part of the hiring process. The students must answer from both the candidate's and the employer's perspectives. Initially,...

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The Effect of Organizational Learning Culture, Self-efficacy, and Organizational Citizenship Behavior on Knowledge Sharing Behavior

Mustofa, J. L. Eko Nugroho

This study aims to determine the effect of organizational learning culture, self-efficacy, and organizational citizenship behavior on knowledge sharing behavior of teachers at State Senior High Schools (SMAN) in Surabaya. The sample consisted of 92 respondents. Data collection was done by

questionnaire....

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The Importance and Performance Analysis with Diagonal Regression Approach

Uus Mohammad Darul Fadli, Budi Rismayadi, Citra Savitri

This study aims to examine the importance and performance analysis using a diagonal regression approach. Scale measurement used semantic differential. The diagonal of the regression coefficient was used to map the coordinates of the balance of the importance and performance analysis assessments with...

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Employee Relations Strategy in Improving Team Performance at the PT X Station Jakarta

Chair Amir, Sugeng Santoso, Rini Anggraini, Taufik Riyandi, Sayer Zulkarnaen

Numerous factors, including leadership style, leadership capabilities, communication climate, and customer character, contribute to performance gaps. The research prioritizes the passenger transportation services of PT X over the work of other divisions. It highlights employee relations as a factor contributing...

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The Effect of Spiritual Leadership, Organizational Support, and Islamic Work Ethic

Testing Employee Performance and OCB as Mediating Variable

Ahyar Yuniawan, Fuad Mas'ud, Intan Ratnawati

Employees and companies are two things that cannot be separated because employees play a major role in carrying out company activities. Every company tries to improve and develop its company by doing many ways related to the employee performance improvement program. To make progress and achieve the goals...

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Predictors and Impact of Openness to Change in Asset Management Contract (AMC) Implementation at the Electric Power Service Company

Satpaulina, Yeni Absah, Rulianda Purnomo Wibowo

The change strategy in asset management implementation is an effort made by the company to deal with the changing business environment. Management decisions with the asset management contract (AMC) mechanism are feared to impact employee satisfaction and employee continuance commitment. This study aims...

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Analysis of Job Satisfaction on Employee Engagement

Impacted on Turnover Intentions at PT Hilti Nusantara's Account Manager

Ariwinata, Harmein Nasution, Linda Tri Murni Maas

This research was conducted at PT Hilti Nusantara addressed at The Garden Center Building Level 3, Unit 3–11 Cilandak Commercial Estate, Cilandak KKO Street, Pasar Minggu, South Jakarta. This study aims to examine the Job Satisfaction on Employee Engagement Impacted on Turnover Intentions at PT Hilti...

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Evaluation of the Implementation of Hospital Management Information Systems (SIMRS) Using the Hot-Fit Method at Al Fuadi General Hospital, Binjai

M. Ibnu Alhaq, Yeni Absah, R. P. Wibowo

This research aims to investigate the factors that provide the maximum net benefit from the implementation of SIMRS. Based on the patient satisfaction survey conducted, there were still complaints related to poor service performance of the agency and the low increase in inpatients every year. This type...

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Analysis of Balanced Scorecard Implementation on the Calculation of Performance of PT PLN (Persero) North Sumatera

Rosyid Nurdin Fauzi, Nazaruddin, Amlys Syahputra Silalahi

This research aims to analyze the results of the balanced scorecard implemented by PLN UIKSBU in optimizing the achievement of its targets. The hypothesis was formulated that the measurement of key performance indicators from the perspective of human resources, namely Human Capital Readiness (HCR) and...

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The Effect of a Toxic Work Environment on Employee Engagement in the Digital Era and Society 5.0

Johny Rusdiyanto

People's lives have undergone a radical transformation as a result of the Industrial Revolution 4.0, and this concept is known as Society 5.0. The concept refers to a revolution in society that incorporates human and humanities aspects into its use of technology. Digitalization in some sectors has begun,...

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Analysis of Career Development as a Public Agency in *BPJS Ketenagakerjaan* Medan Branch

Erny Veranica Napitupulu, Harmein Nasution, Yeni Absah

PERDIR/22/092021 stipulates BPJS Ketenagakerjaan (Employment Social Security Program) Staffing Management, including career development in the BPJS Ketenagakerjaan. It is an integral part of management, but in reality, there are no indications of the optimal implementation of career development in BPJS...

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Competence of Indonesian Social Security Driver (Shield) in Increasing Participation at BPJS Employment Medan City Branch

Muhammad Ari Iriawan

Social security is an essential thing needed by everyone, including employment social security for Indonesian workers. The Penggerak Jaminan Sosial Indonesia (PERISAI), an agent in social security, plays an essential role in conveying the benefits of the existing social security program to protect workers....

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The Influence of Organizational Behavior on the Sustainability Services of the Ate Keleng Foundation of Karo Batak Protestant Church (YAK GBKP)

Yusuf Tarigan, Sukaria Sinulingga, Linda Trimurni Maas

The sustainability of a foundation as a nonprofit organization depends on donations from domestic and abroad and the influence of its leaders. Donation influences whether the foundation can continue its services. Based on several studies, it was found that the foundation's sustainability does not only...

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Analysis of Workload, Employee Placement, and Employee Engagement on Employee Job Satisfaction at Medan Customs and Excise Office

Bosker Edward Hutabarat, Prihatin Lumbanraja, Isfenti Sadalia

One of the important aspects of human resource management is measuring employee job satisfaction. Job satisfaction is an individual's general attitude towards his job. This study analyzes the influence of workload, employee placement, and employee engagement on employee job satisfaction at Medan Customs...

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Effect of Occupational Health Safety and Rewards on Employee Performance and Work Motivation as Intervening Variables at PT Pertamina Geothermal Energy Area Sibayak

Ryan Dwi Gustriandha, Nazaruddin, Isfenti Sadalia

These days, human resources are a vital role needed as a company asset to survive in the current business competition. Human resources as employees cannot be separated from problems related to occupational health and safety in the company as by ensuring occupational health safety, companies can foster...

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Does Gender Matter in the Relationship Between Individual

Absorptive Capacity and Subjectivity Career Success?

Yasmin Chairunisa Muchtar, Inneke Qamariah

Some scholars argue that career experience in the workplace owned by men and women is different [9] caused by various factors. Hence, it may result in differences in the individual assessment of career success. This study aims to analyze the relationship between Networking Behavior on Subjective Career...

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The Influence of Implementation of the Four Disciplines of Execution on the Achievement of Commercial Credit Targets at PT Bank Sumut

Benyamin M. P. Siahaan, Yeni Absah, Isfenti Sadalia

Every corporate entity certainly wants to maximize the achievement of its targets to obtain maximum revenue and profits. This study aims to determine the effect of implementing the 4 Disciplines of Execution (4DX) on achieving commercial credit objectives in the Credit Division. This research is interesting...

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The Influence of Competence, Organizational Commitment, Training & Development on Employee Performance in Pondok Pesantren Modern Al Hasyimiyah Tebing Tinggi

Habibi Mardika Putra, Yeni Absah, Sugih Arto Pujanggoro

Human resource management views every employee in an organization as

the most valuable asset. Every employee who works in an institution or company should improve skills and maintain organizational commitments to improve superior competitiveness. Measurements of employee performance need to be done in...

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Influence of Talent Management on Succession Planning Through Leadership Skills

Bambang Agustian, Yeni Absah, Isfenti Sadalia

One of a company's strategies in anticipating succession planning is talent management. Vacant critical positions, especially managerial positions, can disrupt the company's operational stability. This position requires fast acceleration, especially in terms of decision-making. The next problem is that...

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The Impact of Work Placement, Work Environment, Work Motivation, and Communication on Employee Performance in the Library and Archives of the Medan City Government

Sumiadi, Yeni Absah, Isfenti Sadalia

Employee performance is essential because high performance will be able to motorize all the elements in an organization to achieve its goal. The civil servant knows that good performance has an optimal role in national development. This research aims to analyze the influence of work placement, work environment,...

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The Influence of Leadership, Motivation and Reward on Turnover Intention with Job Satisfaction as an Intervening Variable

(Case Study of Fertilizer Company, Deli Serdang)

Adi Gumelar Cakra Prabowo, Prihatin Lumbanraja, Rulianda Purnomo Wibowo

One form of employee behavior in the organization is the desire to resign (Turnover Intentions), which leads to the employee's decision to resign from his job. The company under scrutiny is a distributor of agricultural & plantation fertilizers in the Deli Serdang area, with market areas covering...

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The Effect of Quality of Work-Life, Training, and Organizational Climate on Job Satisfaction at PT. X's Plantation Company

Johannes Wijaya Sinaga, Iskadarini, Rulianda Purnomo Wibowo

This paper examines the effect of quality of work-life, training, and organizational climate on Job Satisfaction. This research partially shows that the quality of work-life has a significant positive effect on job satisfaction at PT. X plantation company, training has a significant positive effect on...

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The Influence of Training Program and Work Environment on Employee Performance Through Work Satisfaction as a Mediating Variable

Selva Mardinawaty, Yeni Absah, Isfenti Sadalia

This study aims to investigate the effect of a training program and work environment on employee performance through work satisfaction. The research methodology used was descriptive quantitative with a path analysis approach to answer the research hypothesis. The research population was 78 employees...

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Analysis of Job Satisfaction, Job Stress, and Job Insecurity on Employee Turnover Intention at a Manufacturing Company in the Industrial and Chemical Sector in North Sumatra

Laurasia Trya Prillya, Prihatin Lumbanraja, Meilita Tryana Sembiring

The study aims to analyze the effect of job satisfaction, job stress, and job insecurity on employee turnover intention at a Manufacturing Company in the Industrial and Chemical Sector in North Sumatra. The study was conducted on 96 employees at a Manufacturing Company in the Industrial and Chemical...

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The Influence of Transformational Leadership, Workload, and Competence on SME Relationship Manager Performance at Bank BNI Territorial Office 1 North Sumatera

Tirza Hafiz, Yeni Absah, Isfenti Sadalia

Fierce competition in the banking industry requires companies to outperform and innovate to survive and evolve. As a driving force for a company, human resources have to play the most important role and work well to help the company achieve its goals. This research aims to analyze the relationship among...

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Analysis of Factors Affecting the Installation of the Ship Care System in PT. Pelabuhan Indonesia (PERSERO)

Windi Afika Manurung, Harmein Nasution, Linda T. Maas

This research aims to analyze the factors that affect the impediment of the ship maintenance system in PT. Pelabuhan Indonesia (Persero), which consists of variables of competence and work motivation for employee performance of the Ship Division at PT. Pelabuhan Indonesia Regional 1 (Persero). The research...

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The Effect of Green Work-Life Balance and Organizational Citizenship Behavior on the Environment to Improve Environmental Performance of the Cooperative and SME Office of East Java Province Employees

Amiartuti Kusmaningtyas, Alivia Nur Faidah

Concern for the environment impacts environmental sustainability and the continuation of human life. A conducive environment can be realized if humans manage the environment, both in work life and personal life. Voluntary behavior to care for the environment manifests the ability to control the setting....

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Islamic Human Capital A New Concept for Islamic Business Organizations

Rita Mutiarni, Ubud Salim, Eko Ganis Sukoharsono, Mintarti

As one of the countries with the largest Muslim population globally, Indonesia is trying to overcome poverty by driving the community's economy through various economic institutions, one of which is sharia cooperatives. But unfortunately, even though the majority of the Indonesian population is Muslim,...

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Research Overview on the Life of Families with Foreign Elements in Ho Chi Minh City, Vietnam

Phan Thi Hong Xuan, Phan Hieu Nghia, Le Nguyen Ai Huyen, Kang Min Soo, Vo Phan My Tra

Ho Chi Minh City is considered a safe land of perching birds, where diverse and colorful cultures converge. Experiencing many difficulties throughout history, Ho Chi Minh City has been growing and developing to affirm the country's leading position. Alongside the city's economic and social

development,...

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Designing Key Performance Indicators (KPI) for Teachers to Improve the Performance of SMK Muhammadiyah 20 Panai Hulu, North Sumatra

Thoyyib Kardianto, Prihatin Lumbanraja, Meilita Tryana Sembiring

Organizational performance is an indicator of the level of achievement that can be achieved, reflecting the success of an organization and the results achieved by the organization members. Performance is the result of collaborative activities between members or organizational components in order to realize...

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Factors Affecting Purchase Intention Through Online Application: A Case Study of Lazada

Waiphot Kulachai, Adi Prasetyo Tedjakusuma, Junphen Wannarak, Patipol Homyamyen

This paper aims to examine the relationship between product, price, place, promotion, trust, and intention to purchase. The sample of this study was 125 undergraduate students at a university located in Suphanburi, Thailand. Due to the Covid-19 pandemic, an online questionnaire was administered to collect...

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Internal Branding as a Marketing Strategy for Start-Up

Ahmed Rageh Ismail, Bahtiar Mohamad, Muslim Diekola Akanmu

Internal branding evolved from marketing to engage employees of any organization for strategic planning. However, there has been a lack of evidence on the internal branding's Return on Investment that has affected start-up managers. Therefore, this study aims to investigate the roles of internal branding...

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The Entrepreneurial Orientation of Property Developers Around JLLB Surabaya Plan

Freddy Mutiara

Property development, especially landed houses, is taking place around the Surabaya Outer West Ring Road (JLLB) infrastructure plan. These days, there are dozens of new residential areas in the border area of Western Surabaya and Southern Gresik, East Java Province, Indonesia, utilizing JLLB's plans...

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The Factors That Affect Tourist Revisit Intention of Sanur Bali Beach

Ni Ketut Sonia Mutiara, Indarini, Dudi Anandya

The Covid-19 pandemic has affected the tourism sectors worldwide, including Bali, Indonesia. This study aims to identify factors affecting the revisit intention of Sanur Bali beach. It is a quantitative study using the primary data of 240 respondents. This study used a questionnaire with a target of...

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Does Religiousness Matter to Intention to Commit Digital Piracy?

Adhika Putra Wicaksono

The study aims to examine digital piracy using the Theory of Planned Behavior (TPB), religious theory, and deterrence theory by adding economic and hedonic benefits. This study used a non-probability sampling technique. The questionnaire was distributed through an online platform and obtained from 214...

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"I Know What You Did During the Pandemic" Consumer Behavioral Actions During the Covid-19 Outbreak

Andhy Setyawan, Fandy Tjiptono

Although it is not the only pandemic in human history, the Covid-19 has had severe negative long-term impacts and disruptions on business and consumer behavior. The rapid and deadly transmission of Covid-19 has caused various individual responses in social interactions and personal activities. This study...

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Intention to Use Mobile Payment in Indonesia. The Role of Innovativeness, Usefulness, Risk, and User Stress

Angelia Putri Permatasari, Dudi Anandya, Indarini

This study aims to examine the effect of perceived satisfaction, perceived usefulness, perceived risk, and perceived trust variables on the intention to use mobile payment in Indonesia. This study uses Gopay mobile payment as an object. This study is causal research that was tested empirically by using...

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The Antecedents in Forming Loyalty in the Fast-Food

Industry

Grace Felicia Djayapranata, Andhy Setyawan

The fast-food industry is one of the fastest-growing industrial sectors. However, as the market grows, more and more competitors are entering this industry. With the increasing number of choices, it is difficult for companies to maintain consumer loyalty. Therefore, this study investigates the factors...

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Pre-school Choice Decision Making Among Millennial Moms a Pilot Marketing Strategy Model

Cesya Rizkika Parahiyanti, Azizul Yadi Yaakop

Like mothers in other generations, millennial mothers also face several challenges when making decisions within the family, including choosing the best preschool for their children. Preschools must compete to meet the needs of millennial mothers who have children under six years old at their current...

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The Impact of Performance Management and Empowering Leadership on Personal Motivation

A Study Case of Salesforce Performance in Retail Market

Andre Omarhadi, Hatane Semuel, Serli Wijaya

The Covid-19 pandemic has brought the world into a new era that has demanded changes in various sectors, including the management of

salesforces in retail stores. Due to the pandemic, changes in consumers' habits have raised challenges for salesforce management to increase its salesforces' personal motivation...

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The Effect of Perceived Ease of Use and Perceived Usefulness on Trust, Loyalty of E-Commerce Customers

Marso

The e-commerce market opportunity supported by the government has encouraged the increasingly competitive digital-based businesses in Indonesia. This study was performed in this regard to investigate and test the direct impact of perceived ease of use on perceived usefulness, perceived ease of use on...

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