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# The Influence of Social Mission, Social Innovation, Social Network, and Stakeholder Engagement on Business Sustainability in SMEs in Ambon City

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**Abstract:** SMEs in Ambon City face sustainability challenges amid environmental pressures and limited stakeholder collaboration. This study examines the influence of social mission, social innovation, social networks (as moderator), and stakeholder engagement on business sustainability. Employing a quantitative causal design with SEM-PLS analysis via SmartPLS 3.0, the research targeted 627 registered SMEs, selecting 153 respondents via simple random sampling (Slovin formula,  $e=0.07$ ). Data were collected through online Likert-scale questionnaires (5-point) and analyzed for validity, reliability, and hypothesis testing. Results reveal significant positive effects of social mission ( $\beta=0.190$ ,  $p=0.020$ ), social innovation ( $\beta=0.186$ ,  $p=0.014$ ), and stakeholder engagement ( $\beta=0.545$ ,  $p<0.001$ ) on business sustainability ( $R^2=0.570$ ), with social networks positively moderating social mission ( $\beta=0.285$ ,  $p=0.005$ ) but moderating social innovation ( $\beta=-0.195$ ,  $p=0.012$ ). Findings underscore strategic social entrepreneurship integration for SME resilience.

**Keywords:** Business Sustainability, SEM-PLS, Social Innovation, Social Mission, Stakeholder Engagement

**Abstract:** UMKM di Kota Ambon menghadapi tantangan keberlanjutan di tengah tekanan lingkungan dan kolaborasi stakeholder yang terbatas. Penelitian ini menguji pengaruh social mission, social innovation, social network (sebagai moderator), dan stakeholder engagement terhadap business sustainability. Menggunakan desain kuantitatif kausal dengan analisis SEM-PLS melalui SmartPLS 3.0, penelitian menargetkan 627 UMKM terdaftar, memilih 153 responden melalui simple random sampling (rumus Slovin,  $e=0.07$ ). Data dikumpul melalui kuesioner online skala Likert (5 poin) dan dianalisis untuk validitas, reliabilitas, serta pengujian hipotesis. Hasil menunjukkan pengaruh positif signifikan dari social mission ( $\beta=0.190$ ,  $p=0.020$ ), social innovation ( $\beta=0.186$ ,  $p=0.014$ ), dan stakeholder engagement ( $\beta=0.545$ ,  $p<0.001$ ) terhadap business sustainability ( $R^2=0.570$ ), dengan social network memoderasi positif social mission ( $\beta=0.285$ ,  $p=0.005$ ) namun negatif social innovation ( $\beta=-0.195$ ,  $p=0.012$ ). Temuan menggarisbawahi integrasi strategis kewirausahaan sosial untuk ketahanan UMKM.

**Keywords:** Keberlanjutan Bisnis, SEM-PLS, Inovasi Sosial, Misi Sosial, Keterlibatan Stakeholder

## 1. Introduction

Sustainability has evolved into a central paradigm in contemporary business practice, particularly since the Brundtland Commission framed it as meeting present needs without compromising future generations' ability to meet theirs, and it is now closely linked to firms' competitiveness, legitimacy, and reputation in the eyes of stakeholders (Telfer, 2012; Norman & MacDonald, 2004; Rezky, 2023; Cortes & Herrmann, 2021). Within this framework, SMEs in emerging economies are increasingly expected to integrate social and environmental considerations alongside financial performance, even

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though they typically face structural constraints in capital, technology, and managerial capacity that make long-term sustainability more challenging to achieve than in large corporations (Sudaryanto & Wijayanti, 2013; Boons et al., 2013; Matarazzo et al., 2025; de Abreu et al., 2021). In Indonesia, SMEs play a vital role in employment creation and local economic development, yet their contribution to sustainable development remains limited by fragmented stakeholder collaboration and the absence of integrated social and environmental strategies at the firm level (Karsidi & Irianto, 2005; Bal et al., 2013; Maitri et al., 2024; Dynasty et al., 2024). These conditions create a pressing need to understand which entrepreneurial and relational factors can effectively drive SME business sustainability in contexts where institutional and resource constraints are pronounced (Boons et al., 2013; Jiatong et al., 2021; Kusmantini et al., 2025; Matarazzo et al., 2025).

Ambon City, as the economic and governmental center of Maluku Province, exemplifies this tension between economic growth and sustainability, with rapid urbanization and intensifying commercial activity generating increasing volumes of plastic and household waste that threaten coastal and marine ecosystems and, indirectly, the long-term viability of local SMEs (Bal et al., 2013; Boons et al., 2013; Kurniawati & Sulaeman, 2022; de Abreu et al., 2021). At the same time, many Ambon SMEs continue to operate primarily with short terms, profit-oriented logics, and cross-stakeholder collaboration to address social and environmental problems remain partial and uncoordinated, so the potential of SMEs as agents of sustainable local development is not fully realized (Karsidi & Irianto, 2005; Sudaryanto & Wijayanti, 2013; Matarazzo et al., 2025; Dynasty et al., 2024). Previous evidence shows that social entrepreneurship configurations grounded in a clear social mission, continuous social innovation, and effective use of social networks can reconcile economic and social objectives and thus enhance business sustainability, but empirical insights specific to SMEs in Indonesian cities such as Ambon are still scarce (Jiatong et al., 2021; Javed et al., 2019, as peripheral in Kusmantini et al., 2025; Rezky, 2023; Cortes & Herrmann, 2021). This contextual gap highlights the relevance of investigating how social mission, social innovation, social networks, and stakeholder engagement interact to sustain SMEs operating amid socioenvironmental pressures in Ambon City (Boons et al., 2013; Bal et al., 2013; Kurniawati & Sulaeman, 2022; Jiatong et al., 2021).

However, empirical findings on the role of social mission and social innovation in supporting sustainable enterprise development are not yet conclusive, particularly when the effects of social networks are considered. Previous research by Kusmantini et al. (2025) reported that social mission and social networks had a significant positive effect on business sustainability, whereas social innovation did not show a significant direct impact on sustainable business development in the Indonesian SME context. In contrast, Jiatong et al. (2021) demonstrated that both social mission and social innovation positively influenced sustainable enterprise development, and that social networks functioned as a mediating mechanism strengthening these relationships, suggesting that innovative solutions can contribute to sustainability when embedded in collaborative network structures. Furthermore, social mission has been conceptualized as providing a strategic roadmap that orients firms toward long-term social value creation and business continuity, but unclear or weak missions can undermine profitability and threaten organizational survival (Javed et al., 2019, as cited in

Kusmantini et al., 2025; Rezky, 2023; Cortes & Herrmann, 2021). These inconsistencies indicate that the impact of social innovation and social networks on SMEs' sustainability may be contingent on contextual factors, such as network quality, coordination patterns, and the alignment between mission, innovation, and stakeholder expectations (Boons et al., 2013; *Social Sustainability within Social Entrepreneurship*, 2023; Maitri et al., 2024; Dynasty et al., 2024).

The role of stakeholder engagement in SME sustainability is similarly critical yet underexplored in local Indonesian settings. Kurniawati and Sulaeman (2022) found that stakeholder engagement, together with transformational leadership, exerted a positive and significant influence on SMEs' business sustainability, underscoring the importance of inclusive governance practices in mobilizing support for long-term strategies. International evidence complements this finding by showing that stakeholders can assume multiple collaborative roles—such as educator, evaluator, organizer, expert, and financial supporter—thereby helping SMEs overcome resource constraints and implementation barriers in adopting sustainable practices (de Abreu et al., 2021; Bal et al., 2013; Matarazzo et al., 2025; Jiatong et al., 2021). Nevertheless, for many SMEs, especially in regions like Ambon, stakeholder engagement remains sporadic and instrumental rather than strategic, and limited attention is paid to how engagement processes interact with social mission, social innovation, and social networks to shape business sustainability (Boons et al., 2013; Cortes & Herrmann, 2021; Maitri et al., 2024; Dynasty et al., 2024). As a result, there is still insufficient empirical understanding of how SMEs can design integrated stakeholder engagement strategies that reinforce both their social entrepreneurship orientation and their long-term sustainability outcomes, especially in environmentally sensitive and economically vulnerable regions (Bal et al., 2013; *Social Sustainability within Social Entrepreneurship*, 2023; Rezky, 2023; Matarazzo et al., 2025).

Grounded in these research gaps, the present study aims to analyze the influence of social mission, social innovation, social networks, and stakeholder engagement on the business sustainability of SMEs in Ambon City, including the moderating effect of social networks on the relationships between social mission and business sustainability and between social innovation and business sustainability (Kusmantini et al., 2025; Jiatong et al., 2021). This study is urgent because SMEs in Ambon are simultaneously confronted with environmental degradation, institutional limitations, and rising stakeholder expectations regarding social and environmental responsibility, yet evidence-based guidance on how to leverage social entrepreneurship factors and stakeholder engagement for sustainability is still limited (Boons et al., 2013; Bal et al., 2013; de Abreu et al., 2021; Kurniawati & Sulaeman, 2022). The research offers novelty by integrating social mission, social innovation, stakeholder engagement, and social networks within a single empirical model of SME business sustainability in an Indonesian coastal city, and by revealing the asymmetric moderating role of social networks—positive for social mission but potentially negative for social innovation—thus extending prior findings that generally treat networks as uniformly beneficial for sustainable enterprise development (Kusmantini et al., 2025; Jiatong et al., 2021; *Social Sustainability within Social Entrepreneurship*, 2023; Matarazzo et al., 2025).

## 2. Research methods

### Types and Methods of Research

This research is classified as basic research with a causal quantitative approach, which aims to examine the influence of independent variables such as social mission, social innovation, social network as a moderator, and stakeholder engagement on the dependent variable, namely business sustainability, in MSMEs in Ambon City. This type of causal research was chosen because it focuses on testing the causal relationship between variables through a structural equation model, as explained that causal research aims to explain the influence between variables with predictive statistical analysis. Sugiyono (2021) defines quantitative research as an approach that uses numerical data from structured instruments for generalization and prediction, which aligns with the design of this study using Structural Equation Modeling-Partial Least Squares (SEM-PLS). In addition, Sudaryono (2021) emphasizes that the SEM method is suitable for complex models with latent variables in small business populations such as MSMEs.

### Data Analysis Instruments and Techniques

The main instrument in this study is an online questionnaire based on a 5-point Likert scale (1 = strongly disagree to 5 = strongly agree), which measures variable indicators such as social mission (4 items), social innovation (3 items), stakeholder engagement (6 items), social network (5 items), and business sustainability (5 items). This instrument has been validated through convergent validity (loading factor  $>0.70$ ), discriminant validity (cross-loading), AVE ( $>0.50$ ), composite reliability ( $>0.70$ ), and Cronbach's alpha ( $>0.60$ ) tests using SmartPLS 3.0. Data analysis techniques include evaluation of the outer model (validity and reliability), inner model ( $R^2 = 0.570$ , Goodness-of-Fit), and hypothesis testing with T-statistics ( $>1.96$ ) and P-value ( $<0.05$ ). Emzir explains that Likert scale instruments are effective for quantitative research in socio-economic contexts, while Creswell and Creswell (2023) recommend SEM-PLS for quantitative designs that test moderation in structural models.

### Population and Sample

The study population consisted of 627 MSMEs in Ambon City registered with the Department of Industry and Trade, with the following inclusion criteria: domiciled in Ambon, various types of MSMEs, established for at least 1 year, and assets exceeding IDR 50 million. The sample was drawn using a simple random sampling technique with the Slovin formula ( $e=0.07$ ), resulting in 153 representative respondents. This approach ensures generalizability to the MSME population, as stated by Sugiyono (2021) who stated that simple random sampling is ideal for homogeneous populations such as the official MSME list. Sudaryono (2021) added that the minimum sample size for SEM-PLS is 10 times the number of indicators, which is met here with more than 20 indicators.

### Research Procedures

The research procedure began with a preliminary study to formulate hypotheses based on theory and literature gaps, followed by the development of a questionnaire instrument distributed online to a sample of MSMEs. Primary data was collected through questionnaire responses and then processed using SmartPLS 3.0 through the following stages: model specification, outer-inner model testing, and hypothesis testing to determine direct and moderating effects. This process was iterative, with data validation prior to interpretation

of the results, as outlined by Sugiyono (2021) for systematic quantitative procedures. Emzir and Creswell emphasized a logical sequence from primary data collection to multivariate analysis to maintain methodological rigor.

**3. Results and Discussion**

Respondents in this study were all types of SMEs in Ambon City registered with the Ambon City Department of Industry and Trade. This study used a sample of 153 respondents from a total population of 627 SMEs in Ambon City, obtained from calculations using the Slovin formula for the minimum sample requirement.

$$n = N / (1 + N (e)^2)$$

$$n = 627 / (1 + 627 (0.07)^2) = 153 \text{ samples.}$$

**Partial Least Square (PLS) Model Test**

In this study, the hypothesis testing used Partial Least Squares (PLS) analysis techniques with the SmartPLS 3.0 program. The following is a schematic of the PLS program model being tested:

**Outer Model or Measurement Model Results**

In data analysis techniques using Smart PLS, there are three criteria for assessing the outer model: convergent validity, discriminant validity, and composite reliability. The convergent validity of a measurement model with reflective indicators is assessed based on the correlation between item scores/component scores estimated using PLS software. An individual measure of reflexivity is considered high if it correlates more than 0.50 with the measured variable. The measurement model for validity and reliability testing can be seen in Figure 2 below:

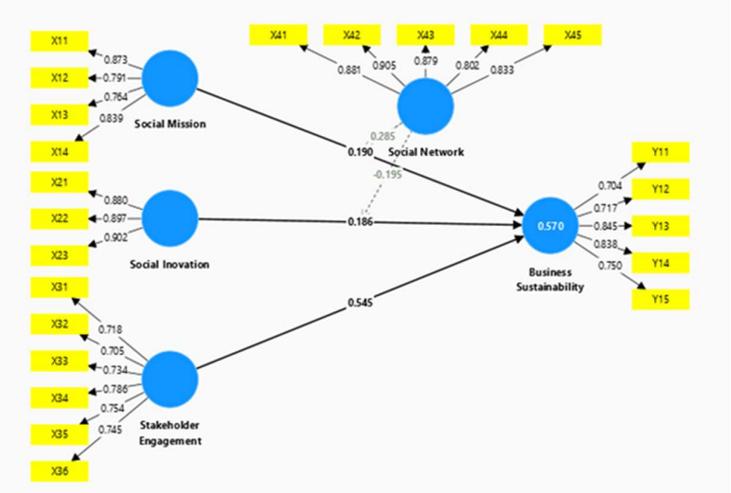


Figure 1. Measurement Model  
Source: SmartPLS Output

**Convergent Validity**

A loading factor value > 0.70 indicates that the indicator is able to fully explain the variance of the latent construct and has a strong contribution to the construct being measured.(Hair Jr et al., 2021).

Table 1. Convergent Validity (Outer Loading)

Business sustainability	Social innovation	Social mission	Social network	Stakeholder engagement
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X11	0.873
X12	0.791
X13	0.764
X14	0.839
X21	0.880
X22	0.897
X23	0.902
X31	0.718
X32	0.705
X33	0.734
X34	0.786
X35	0.754
X36	0.745
X41	0.881
X42	0.905
X43	0.879
X44	0.802
X45	0.833
Y11	0.704
Y12	0.717
Y13	0.845
Y14	0.838
Y15	0.750

Source: PLS Output

Based on the results of the loading factor values in Table 1, it shows that each indicator has met the criterion, namely the loading factor value is more than 0.70, so it can be concluded that the outer loading value of each variable meets convergent validity and the indicator is able to explain the latent construct variance sufficient and has a strong contribution to the construct being measured.

#### Construct Validity (AVE)

**Table 2. Construct Validity (AVE)**

	Average variance extracted (AVE)
Social mission (X1)	0.669
Social innovation (X2)	0.798
Stakeholder engagement (X3)	0.549
Social network (M)	0.741
Business sustainability	0.598

Source: SmartPLS Output

Based on Table 2 above, the AVE value for all variables is  $> 0.5$ . Based on the results, it can be stated that all variables have passed the construct validity test.

#### Reliability (Composite & Cronbach)

According to Ghozali (2016), reliability is a tool for measuring a questionnaire, which is an indicator of a variable or construct. A questionnaire is said to be reliable if a person's answers to the questions are consistent/stable over time. Likewise, in this study, which also expects consistency across research dimensions and variables to proceed to the next testing stage, data reliability can be declared reliable if the composite reliability and Cronbach's Alpha values are greater than 0.7.

**Table 3. Reliability (Composite & Cronbach Alpha)**

	Cronbach's alpha	Composite reliability
Social mission (X1)	0.835	0.852
Social innovation (X2)	0.875	0.901
Stakeholder engagement (X3)	0.836	0.840
Social network (M)	0.914	0.949
Business sustainability	0.831	0.844

Source: SmartPLS Output

Based on the composite reliability and Cronbach's alpha tables above, the composite reliability values for all variables are  $>0.7$  and the Cronbach's alpha value is  $>0.6$ . Based on the results, it can be stated that all variables have passed the construct reliability test.

#### **Discriminant Validity (Cross Loading)**

Discriminant validity is the cross loading factor value which is useful for determining whether a construct has adequate discriminant, namely by comparing the loading factor value on the intended construct which must be greater than the loading factor value of the other construct.

**Table 4. Discriminant Validity (Cross Loading)**

	<b>Business sustainability</b>	<b>Social innovation</b>	<b>Social mission</b>	<b>Social network</b>	<b>Stakeholder engagement</b>
<b>X11</b>	0.460	0.265	<b>0.873</b>	0.208	0.329
<b>X12</b>	0.345	0.325	<b>0.791</b>	0.023	0.207
<b>X13</b>	0.338	0.248	<b>0.764</b>	0.076	0.212
<b>X14</b>	0.442	0.200	<b>0.839</b>	0.028	0.283
<b>X21</b>	0.225	<b>0.880</b>	0.335	0.094	0.110
<b>X22</b>	0.205	<b>0.897</b>	0.309	0.204	0.186
<b>X23</b>	0.287	<b>0.902</b>	0.213	0.207	0.252
<b>X31</b>	0.467	0.087	0.288	0.282	<b>0.718</b>
<b>X32</b>	0.403	0.107	0.215	0.214	<b>0.705</b>
<b>X33</b>	0.445	0.186	0.153	0.213	<b>0.734</b>
<b>X34</b>	0.453	0.173	0.156	0.192	<b>0.786</b>
<b>X35</b>	0.543	0.188	0.271	0.234	<b>0.754</b>
<b>X36</b>	0.543	0.184	0.319	0.241	<b>0.745</b>
<b>X41</b>	0.141	0.121	0.117	<b>0.881</b>	0.309
<b>X42</b>	0.134	0.163	0.118	<b>0.905</b>	0.247
<b>X43</b>	0.186	0.202	0.123	<b>0.879</b>	0.297
<b>X44</b>	0.105	0.191	0.061	<b>0.802</b>	0.238

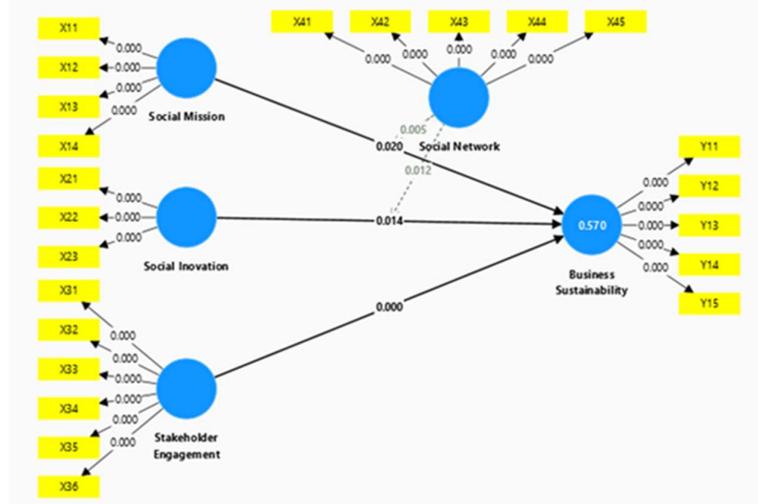
<b>X45</b>	0.105	0.136	0.014	<b>0.833</b>	0.225
<b>Y11</b>	<b>0.704</b>	0.162	0.386	0.059	0.343
<b>Y12</b>	<b>0.717</b>	0.086	0.346	0.091	0.486
<b>Y13</b>	<b>0.845</b>	0.342	0.451	0.116	0.539
<b>Y14</b>	<b>0.838</b>	0.243	0.418	0.140	0.575
<b>Y15</b>	<b>0.750</b>	0.190	0.291	0.214	0.534

Source: SmartPLS Output

Based on Table 4.7, the results of the discriminant validity test using cross-loading values indicates that all indicators have loading factor values above 0.50 on the construct being measured. Furthermore, each indicator has the highest loading value on the targeted latent variable compared to the loading values on other latent variables. This condition indicates that each indicator better represents the construct that is intended to measure than other constructs in the research model.

### Inner Model Results

A structural model, or inner model, is a structural model used to predict causal relationships (cause-and-effect relationships) between latent variables or variables that cannot be measured directly. A structural model (inner model) describes the causal relationships between latent variables that have been constructed based on theoretical substance.



**Figure 2. Inner Model**

Source: SmartPLS Output

### Goodness of Fit

Goodness of Fit is used to determine the extent to which an independent variable influences a dependent variable. An R2 value of 0.775 is categorized as good, 0.50 as moderate, and 0.25 as weak.

**Table 5. R Square**

Variables	R Square	R Square Adjusted
Business sustainability	0.570	0.553

Source: SmartPLS Output

Based on Table 5, the R-square value obtained was 0.570, which shows that the variables of social mission, social innovation, stakeholder involvement, and social networks were simultaneously able to explain the business sustainability variable by 55.3%.

### Hypothesis Testing

Based on the data processing, the results can be used to answer the hypothesis in this study. Hypothesis testing in this study was conducted by examining the T-statistics and P-values. The research hypothesis is declared accepted if the P-value is  $<0.05$  and the T-statistic is  $>1.96$ .

**Table 6. Hypothesis**

	Original Sample (O)	T Statistics	P Value
Social mission→Business sustainability	0.190	2,342	0.020
Social innovation→Business sustainability	0.186	2,479	0.014
Social network→Social mission→Business sustainability	0.285	2,851	0.005
Social network→Social innovation→Business sustainability	-0.195	2,523	0.012
Stakeholder engagement→Business sustainability	0.545	9,057	0.000

Source: SmartPLS Output

### Analysis of Hypothesis Test Results

Based on the data processing conducted to answer the proposed hypothesis, four hypotheses were accepted and one hypothesis was rejected. This indicates that the independent variables influence the dependent variable. The following are the results of the analysis related to the influence between variables according to the proposed hypothesis:

1. Social mission has a significant positive effect on business sustainability, with a T-statistic of  $2.342 > 1.96$  and a P-value of  $0.020 < 0.50$ .
2. Social innovation has a significant positive effect on business sustainability, with a T-statistic of  $2.479 > 1.96$  and a P-value of  $0.014 < 0.50$ .
3. Social networks, as a moderating variable, have a significant positive effect on the relationship between social mission and business sustainability, with a T-statistic of  $2.851 > 1.96$  and a P-value of  $0.005 < 0.50$ .
4. Social networks as a moderating variable have a significant negative effect on the relationship between social innovation and business sustainability, with a T-statistic of  $2.523 > 1.96$ , a P-value of  $0.012 < 0.50$ , and an original sample value of  $-0.195$ .
5. Stakeholder involvement has a significant positive effect on business sustainability, with a T-statistic of  $9.057 > 1.96$  and a P-value of  $0.000 < 0.50$ .

## 4. Conclusion

This study found that social mission, social innovation, and stakeholder engagement have a significant positive effect on the business sustainability of MSMEs in Ambon City, with social networks positively moderating the relationship between social mission and sustainability but negatively moderating the relationship between social mission and sustainability. The SEM-PLS analysis results showed an  $R^2$  of 0.570, where stakeholder engagement had the strongest influence ( $\beta=0.545$ ,  $p<0.001$ ), followed by social network moderation on social mission ( $\beta=0.285$ ,  $p=0.005$ ), while the direct influence of social mission ( $\beta=0.190$ ,  $p=0.020$ ) and social innovation ( $\beta=0.186$ ,  $p=0.014$ ) was also significant although weaker. These findings emphasize the importance of integrating social entrepreneurship elements for business sustainability amidst environmental and social challenges in peripheral areas such as Ambon, consistent with previous studies that highlight the role of stakeholder collaboration in overcoming MSME resource

limitations. This study has limitations such as focusing on a sample of Ambon MSMEs, making the results difficult to generalize to other contexts, relying on self-reported data that is prone to subjectivity, and the absence of control variables such as government support or market competition. Practical implications include recommendations for Ambon MSMEs to strengthen their social mission through local recruitment to increase employee loyalty, develop social innovations based on local resources such as marine crafts, and strategically engage stakeholders through open communication for ongoing support.

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