



The effect of organizational citizenship behavior (OCB) on employee performance at parsintauli mighty works branch Boja Kendal

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ABSTRACT

This research aims to determine the effect of OCB and job satisfaction on employee performance. The motive of this observe changed into to research the effect of OCB (Organizational Citizenship Behavior) using three dimensions, specifically altruism (conduct of supporting others), conscientiousness (behavior that exceeds the minimum conditions) and sportsmanship (capability to tolerate without complaining) at the overall performance of personnel at PT. Parsintauli Mighty Work Boja Kendal Branch. The technique used on this research is quantitative. The sampling technique used the census method. The pattern used for this observe were all personnel totaling 37 human beings at PT. Parsintauli Karya Perkasa Twigs Boja. Data analysis strategies the use of SPSS. The effects of the regression equation studies show that the affect of OCB with the indicator of altruism (X1) is zero.312, conscientiousness (X2) is zero.498 and the have an impact on of sportsmanship (X3) is 0.286. The R-Square fee acquired is zero.630 or shows a variation of 63.0% of Employee Performance (Y) may be explained by using the unbiased variables in the observe, whilst the ultimate 37.0% is explained through other variables outdoor this studies version.

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INTRODUCTION

Human resources in the industrial international are one of the most crucial and important elements within the manufacturing procedure of products and services. Human useful resource management acts as a formal and legal shape to accommodate and facilitate personnel in a structural organizational device in order that it could strengthen and enhance worker competency talents and performance. Good best human resources can be the key to the fulfillment of an agency. The function of human resource control these days has also passed through many developments to come to be extra strategic in going through new challenges in an ever-evolving technology. Quality human resources now not most effective in positive expertise and talents however from some other perspective can increase the awareness of an worker in carrying out their obligations inside the

corporation, it's miles essential to have continuity of interrelated activities among personnel and different personnel for the clean running of each worker's obligations and for the sake of maintaining safety or tolerance amongst employees.

By nicely and professionally comparing employee performance, worker overall performance may be improved in order that company dreams also can be finished as predicted. Human sources are the primary thing that need to be considered for its improvement because the lifestyles of top and expert human resources will substantially assist in maximizing performance in a agency. (Maria & Halim, 2021) defines employee overall performance or performance deficiency or overall performance due to performance that can be carried out by someone or institution of humans in an agency each qualitatively and quantitatively, according to the authority, obligations and duties of each which will obtain the desires of the enterprise concerned legally, do now not violate the regulation and according with morals or ethics. (Mustikasari, 2021). Performance or performance is a description of the extent of success of an implementation of an pastime application or policy in knowing the goals, goals, imaginative and prescient and task of the company which are poured via making plans an organizational approach.

(Balqis et al., 2022) Performance is a work result that can be executed through a person or institution of people within the agency, in accordance with the authority and obligation inherent in every of them, in an effort to acquire organizational desires as an entire. Criminal, does no longer violate the regulation and according with current morals and ethics. Performance as the consequences of labor features/activities of a person or institution in an organizational interest this is prompted by means of different factors to acquire organizational goals within a sure period. The characteristic of the activity or work cited right here is the implementation of the outcomes of the paintings or sports of a person or group which is the authority and obligation in an organization. The implementation of labor effects/paintings achievements is directed to attain organizational goals inside a certain time frame (Huong & Hang, 2020) argues that Organizational Citizenship Behavior is a special kind of paintings addiction that defines person behavior this is very useful to the corporation and is freedom of choice, not directly or explicitly recognized by means of the formal reward gadget. Employees who behave organizational citizenship behavior are at once designed to gain different events. That is, each organizational citizenship conduct can have a tremendous effect on every person, both for my part and as an agency (Robbins & Judge, 2019). Organs define OCB as man or woman behavior that is loose (discretionary), which is not immediately and explicitly rewarded via the formal praise system, and which as an entire encourages the effectiveness of organizational functions. Is unfastened and voluntary, because the behavior isn't required via role requirements or activity descriptions, which might be expressly required under a settlement with the organization; but as a substitute as a private desire (Balqis et al., 2022).

Over the last three decades, attention from academics and practitioners to examine more further the notion of organizational citizenship behavior (OCB) is increasing, in particular in the field of organizational behavior (Takeuchi, Bolino, & Lin, 2015). In the organizational behavior literature states that OCB is a valuable managerial tool for organizations, has effect positive on the performance of individuals, groups, and organization if properly managed (Chiaburu, Oh, Berry, Li, & Gardner, 2011). According to Organs, Podsakoff, and MacKenzie (2006), OCB as employee's willingness to take on the role (role) that exceeds its main role in a organization, so it is referred to as extra-role behavior. The success of an organization if its members do not only do their main tasks only, but also want to do extra work, such as the willingness to cooperate, help each other, provide input, play an active role, give extra service, and want to take advantage of time work effectively (Robbins & Judge, 2013). Furthermore, Turnipseed and Rassuli (2005) revealed that OCB as a behavior extra from someone who is profitable for organization. OCB is also a unique aspect from individual activities at work (Hui, Lam, & Law, 2000) and is a custom or voluntary behavior, no is part of a formal job, as well indirectly recognized by the reward system. Therefore, OCB is known to

improve effectiveness, efficiency, and performance of an organization (Podsakoff, MacKenzie, Paine, & Bachrah, 2000).

Another factor that determines success organization and interesting to study is job satisfaction, because employees who are satisfied will be more productive, and vice versa employees who dissatisfied with their work tend to behave not optimally and do not try to do the best things. golbasi, Kelleci, and Dogan (2008) stated that job satisfaction is an emotional reaction and expression of one's behavior towards work which is the result of a related assessment with work achievement, work environment, as well working life. Robbins and Judge (2013) added that satisfied employees are more likely to speak positively about organization, helping each other, and its performance is maximized. Then Weiss and Merlo (2015) confirmed that job satisfaction as positive or negative job evaluation results or one's work situation.

This studies will take a look at how the have an impact on of Organization Citizenship Behavior (OCB) on worker performance with the research item at PT. Parsintauli Karya Perkasa Twigs Boja, a private corporation which is a partner of PT. PLN is engaged in energy arrears billing services. The following is information on arrears of PLN ULP.Boja Kendal Branch clients. Through this research with Organizational Citizenship Behavior (OCB) variables consisting of: altruism, conscientiousness, and sportsmanship, researchers will try to research whether or not there is an effect of those variables on employee performance with the object of research on employees of PT. Parsintauli Mighty Work Boja Kendal Branch. Companies are required to limit the number of personnel and t professional team of workers in order to attain increasingly heavy workloads. (Mistar et al., 2023)

In any case, business owners should think tough in keeping their enterprise to reap a employer this is superior and keeps to grow. This is supported by means of previous studies which states that there are several elements which could improve employee overall performance, along with research carried out with the aid of (Buditiawan, 2021) entitled the influence of organizational citizenship behavior, worker engagement, and organizational lifestyle on worker overall performance at PDAM Malang City. It results that the variables organizational citizenship behavior, worker engagement, and organizational culture have a nice and vast impact on employee performance. (Rosmaini & Tanjung, 2019)

Research conducted with the aid of (Student et al., 2021) entitled the impact of employee engagement and organizational citizenship conduct at the performance of motel x employees in Bandung resulted that the variables worker engagement, organizational citizenship behavior have a partial and sizeable effect on worker overall performance. Research carried out through Ida (Saptono et al., 2020) entitled evaluation of the effect of employee engagement and organizational citizenship behavior on the performance of character personnel (a case have a look at at PT. Inti (Persero) resulted that the variables Employee engagement, organizational citizenship conduct have a nice and substantial effect on person employee overall performance.

Research carried out via (Puspitasari et al., 2021) entitled the effect of organizational citizenship behavior (OCB) on employee overall performance (study at PT. Urchindize Madura department) resulted that organizational citizenship conduct variables had a advantageous and huge impact on worker overall performance.

RESEARCH METHOD

Types of research

This look at makes use of an explanatory type, particularly explaining the clausal dating between the research variables and trying out the hypothesis (Singarimbun & Effendi, 2008). The facts used in this take a look at are primary information as the principle statistics source supported by using other secondary statistics. (Agustini & Ngarti, 2020)

Population and Sample

The object of research that the authors do is. Will gather facts concerning the impact of organizational citizenship conduct with indicators of altruism, conscientiousness, sportsmanship on employee overall performance at PT. Parsintauli Mighty Works. This sample unit is within the form of respondents who are individuals of the research item. The sample in this examine have been all employees at PT. Parsintauli Karya Perkasa Twigs Boja as many as 37 people(Mulia & Saputra, 2020)

Analysis Techniques

Testing the validity of each query item is carried out by calculating the character product second correlation between the item score and the entire rating. A query item is stated to be legitimate if its significance is less than 0.05. To degree reliability with the Cronbach alpha statistical test, a variable is stated to be reliable if it has a Cronbach alpha cost of extra than zero.Six hundred. Multicollinearity test, provided that if $VIF < 10$ then multicollinearity does not occur. Glejser test, that is, if the independent variable is significant > 0.05 , there is no heteroscedasticity. Descriptive evaluation, speculation checking out (t and F), coefficient of willpower take a look at and multiple regression evaluation had been additionally achieved.

RESULTS AND DISCUSSIONS

Validity Test(Dwi et al., 2022), it is able to be concluded that every one the signs used on this have a look at to measure variables, have a price of r matter $> r$ table, particularly 0.0, so that all signs used are valid. Based at the outcomes of the reliability check, it suggests that all variable signs have a Cronbach Alpha greater than Standard Alpha, which is same to 0.600, in order that it is able to be stated that every one measuring concepts for each variable from the questionnaire are dependable. Thus the items in each of those variable standards are suitable to be used as a measuring device. Multicollinearity trying out with the aid of looking at the cost of the Variance Inflation Factor (VIF) and its Tolerance so one can identify whether or not there's a multicollinearity hassle. If the VIF price is < 10 or the tolerance value is > 0.10 , the regression version does no longer have a multicollinearity problem (Ghozali, 2016)As for the VIF and Tolerance values, it could be visible that no variable has a tolerance value of $> zero.10$ and VIF isn't always greater than 10, so it is able to be concluded that in this examine there's no correlation between impartial variables or does not have a multicollinearity trouble.

Table 1. Rliability calculation results

Konstruk/Item	Outer Weight	VIF
<i>Organizational Citizenship Behavior (OCB) (X₁)</i>		
- <i>Altruism</i>	0,264	1,475
- <i>Courtesy</i>	0,294	1,658
- <i>Sportmanship</i>	0,301	1,558
- <i>Civic virtue</i>	0,362	1,234
- <i>Conscientiousness</i>	0,200	1,372

Heteroscedasticity Test

1st heteroscedasticity test.A proper regression model is homoscedasticity or there may be no heteroscedasticity. The heteroscedasticity check produces a scatterplot graph. In the Scatterplot graph, it could be visible that the dots form an irregular (unclear) pattern and unfold above and below the range 0 (0) at the y axis. This can imply that there is no heteroscedasticity inside the regression version.Second heteroscedasticity take a look at.Heteroscedasticity test of the glejser technique.The check effects display that there may be no heteroscedasticity problem inside the regression version. This announcement is tested with the aid of the absence of impartial variables that have sig values < 0.05 , all of which are more than 0.05. It became concluded that there has been no heteroscedasticity inside the facts.(Sitepu et al., 2022).

Normality take a look at

The distribution pattern is normal and formed like a bell, and is symmetrical and does not longer tilt to the right or to the left. This suggests that the regression model meets the normality assumption. By searching at the appearance of the normal opportunity plot graph above, it is able to be concluded that the points unfold across the diagonal line and comply with the direction of the diagonal line. This indicates that the regression version meets the belief of normality. (Ghozali, 2018).

Multiple Linear Regression Test

Multiple regression evaluation is used to determine how a good deal have an effect on the unbiased variable has at the structured variable. Based on multiple regression calculations between Altruism, Conscientiousness, Sportmanship on Employee Performance using the SPSS software in its calculations, the following outcomes are obtained:

Regression Test Results

Multiple Regression Equation :

$$Y = 0.312X_1 + 0.498X_2 + 0.286X_3$$

Where :

Y = Employee Performance

X₁ = Altruism

X₂ = Conscientiousness

X₃ = Sportsmanship

The consequences of the multiple regression equation are defined as follows:

1. Altruism (X₁) has a superb influence on Employee Performance (Y) of zero.312. This variable has a sizable have an effect on on employee overall performance in comparison to different variables.
2. Conscientiousness (X₂) has a superb have an impact on on Employee Performance (Y) of 0.498. This variable has the finest have an effect on on employee performance as compared to different variables. (Anggraini & Destriana, 2022)
3. Sportmanship (X₃) has a fantastic have an effect on on worker performance (Y), that is equal to 0.286. Thus, this variable has the least influence on paintings overall performance. Wan in comparison to different variables.

Goodness of Fit test

Model Feasibility Test (F Test)

Model Feasibility Test Results (Test F) calculated F fee of 21,426 with a significance value of 0,000 < 0.05. This concludes that the regression fulfills the model feasibility assumptions and simultaneously the independent variables affect the dependent variable. (Kemendikbudristek, 2017).

Statistic test

The effect of variable X on Y is as follows:

1. The results of the t test on the altruism variable show that the variable X₁ obtained a t count of 2.831 which is greater than t table of 1.97 and a significance level of 0.008. The significance value is less than (0.05) , thus H₀ is rejected. This shows that individually the variable (X₁) has a significant positive effect on the dependent variable (Y).
2. The results of the t test on the conscientiousness variable show that the variable X₂ obtained a t count of 4.516 which is greater than t table of 1.97 and a significance level of 0.000. The significance value is less than (0.05) , thus H₀ is rejected. This shows that individually the variable (X₂) has a significant positive effect on the dependent variable (Y).
3. The results of the t test on the sportsmanship variable show that the variable X₃ obtained a t count of 2.489 which is greater than t table of 1.97 and a significance level of 0.018. The significance value is less than (0.05) , thus H₀ is rejected. This shows that individually the variable (X₃) has a significant positive effect on the dependent variable (Y).

It can be seen that the three variables have a significant influence between the X variable and the Y variable, namely by looking at the table above because the t value > 1.97 and the sig cost. (importance) < 0.05 , it's far concluded that the three independent variables have a tremendous and big affect at the dependent variable.

Determination Coefficient Test (R²)

The coefficient of determination (R²) is a illustration of the version's potential to give an explanation for versions inside the established variable (Ghozali, 2021)The R-Square fee obtained from the desk above is 0.630 or shows that sixty three.0% of the variant in Employee Performance (Y) can be defined via the unbiased variables inside the study, at the same time as the ultimate 37.0% is defined by means of other variables out of doors this research model.(Mihic & Milakovic, 2017).

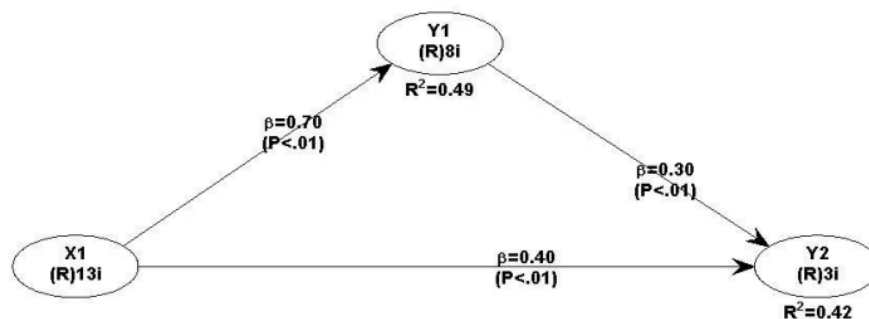


Figure 1. Image of structural model analysis results

Discussion

The Effect of Altruism on Employee Performance

The results confirmed that the variable X1 acquired t rely of 2.831 which changed into more than t desk of 1.Ninety seven and a importance stage of 0.008. The importance fee is less than (0.05) , hence H_0 is rejected. This indicates that individually the variable (X1) has a sizeable high quality impact at the structured variable (Y). This is in step with studies performed by Ida Fauzianti et al 2020 displaying the effects that altruism has a wonderful and enormous have an impact on on the overall performance of employees at Supervisors in Bengkalis Regency.(Novrianda et al., 2021) Someone who has an altruistic mind-set will offer help to co-workers who aren't an responsibility that they endure. The conduct of this measurement is helping coworkers who have a heavier workload, helping coworkers who do not recognize, changing the work of coworkers who're unable to wait. This has been carried out by using several employees at PT. Parsintauli Karya Perkasa in Ranting Boja, so that worker performance may be advanced via the conduct of personnel who voluntarily help colleagues who are not appropriate at their paintings or who are not able to attend for some motive.(Diyanti, N. W. T., Suryani, N. N., & Adhika, 2021) This behavior may be maintained well, because it certainly allows the corporation.

The Effect of Conscientiousness on Employee Performance

The effects of the evaluation on the conscientiousness variable display that the variable X2 received a t depend of 4.516 that's more than the t table of one.Ninety seven and a significance level of 0.000. The significance value is much less than (0.05) , therefore H_0 is rejected. This shows that in my opinion the variable (X2) has a considerable tremendous impact at the structured variable (Y). The results of Ayu Nathaniah et al. 2018's studies show the effects that conscientiousness has a high quality and large have an impact on on the overall performance of three-celebrity motel employees in Surabaya. The mindset of someone who has a experience of conscientiousness will do matters that advantage the enterprise past the organization's minimal necessities, is self-conscious behavior with out coercion. The behavior of this measurement is complying with the guidelines in the employer

despite the fact that nobody is supervising, usually being on time in work-related matters, now not losing work time, cleansing and tidying up paintings places or device after use, looking after sources. Strength and associated subjects and with internal upkeep. In this situation employees at PT. Parsintauli Karya Perkasa Twig Boja already has the notice to do the things which might be his obligation. Employee consciousness of this conduct desires to be maintained properly, so it does not damage the enterprise.

The Effect of Sportmanship on Employee Performance

The outcomes of the analysis on the sportmanship variable show that the variable X3 acquired a t be counted of 2.489 which is extra than the t table of one.Ninety seven and a significance level of 0.018. The importance cost is much less than (0.05) , consequently Ho is rejected. This shows that personally the variable (X3) has a full-size advantageous impact at the dependent variable (Y). The outcomes of this look at are consistent with (Widyawati, 2020) showing that sportmanship has a effective and sizeable impact on worker performance. Employees who have a sportmanship mindset will constantly have a willingness to tolerate with out complaining and not exaggerating problems out of share. An instance of conduct from this size is that personnel do not spend time complaining about topics related to work or their paintings environment, do now not exaggerate problems that occur within the company, are able to take the advantageous facet of the situations that occur. This conduct has been going nicely at PT. Parsintauli Karya Perkasa Branch Boja, and wishes to be maintained well, because it is able to help the enterprise enhance the overall performance of its personnel.(Sugiyono, 2010)

CONCLUSION

From the effects of this study it may be concluded as follows, the outcomes of the analysis display that the variable is altruism(X1) has a positive and full-size effect on employee overall performance (Y). Someone who has an mindset of altruism will provide help to colleagues that are not an responsibility that they endure. Managers at PT. Parsintauli Karya Perkasa in Twig Boja, ought to be capable of preserve this conduct, even enhancing it'll be even higher. In order that worker performance may be improved through the behavior of employees who voluntarily assist co-workers who lack manage over their paintings or who're not able to attend for any motive. This behavior may be maintained nicely, because it genuinely facilitates the agency. The results of the evaluation show that the variable conscientiousness (X2) has a wonderful and sizeable effect on employee performance (Y). The behavior of this size is complying with the policies in the company even though nobody is supervising, usually being on time in paintings-related topics, now not wasting paintings time, cleansing and tidying up work locations or equipment after use, taking care of assets and matters regarding internal preservation. In this case personnel at PT. Parsintauli Karya Perkasa Twig Boja maintains to strive to keep the conduct of its employees who have already got the attention to do matters that are their obligation. The outcomes of the analysis show that sportmanship (X3) has a high quality have an impact on on worker performance (Y). Employees who've a sportmanship mindset will usually have a willingness to tolerate without complaining and not exaggerating troubles out of proportion. The conduct of this measurement is that personnel do not spend time complaining about subjects related to paintings and their work environment, do no longer exaggerate issues that arise in the enterprise, are capable of take the high quality facet of the conditions that arise. This wishes to be maintained with the aid of employees at PT. Parsintauli Karya Perkasa Branch Boja, and wishes to be maintained nicely, as it helps agencies in order to improve their overall performance. The results of the analysis of the coefficient of willpower for the value of the adjusted R square is 0.630 or 63%. This suggests that the impartial variables, specifically altruism (X1), conscientiousness (X2), and sportmanship (X3) are able to provide an explanation for the variations that arise within the established variable, specifically worker overall performance (Y) of 63%. While the closing 37% is explained by way of other reasons out of doors the model or

different factors now not listed in this study. This approach that worker performance may be encouraged via many variables other than OCB mentioned on this observe. Based at the consequences of the conclusions on this take a look at, the subsequent suggestions can be given, it is was hoping that the outcomes of this studies can provide information and enter for PT. Parsintauli Karya Perkasa Branch Boja, to take note of elements - factors in OCB that affect worker overall performance improvement. It is was hoping that there can be in addition studies on different variables so that you can offer enter to the management of PT. Parsintauli Karya Perkasa Twig Boja, approximately what factors can affect employee performance. The results of the study concluded that the more both Organizational Citizenship Behavior (OCB) PG Krebet Baru Malang employees will then can increase job satisfaction and employee performance, so that higher satisfaction work perceived by employees will be able to improve the performance. Organizational Citizenship Behavior (OCB) is not only able to increase job satisfaction, but with increasing one's job satisfaction, employee performance is also getting better. Therefore to achieve high performance, the company need to improve the formation of OCB behavior to employees, namely behavior that exceeds the duties that have been regulated in the job description and establishment of a working system collective.

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