

“  
**SCIENTIFIC FRAMEWORK AS  
INITIATOR OF CHANGE  
IN POST-PANDEMIC CRISIS**  
”



# PROCEEDING

UNIKOM International Conference on Business,  
Economics, Social Sciences & Humanities (ICOBEST) 2023

**Proceeding of  
The International Conference  
on Business, Economics, Social Sciences, and Humanities  
Volume 4, Maret 2023**

**Organizing Committee**

**Conference Chair :**

Dr. Poni Sukaesih Kurniati, S.IP., M.Si.

**Steering Committee :**

1. Dr. Lia Warlina, M.Si.
2. Bobi Kurniawan, S.T., M.T.
3. Senny Luckyardi, S.P., MM
4. Ferry Stephanus Suwita, ST., MT.

**Reviewer:**

1. Prof. Dr. H. Eddy Soeryanto Soegoto  
(Universitas Komputer Indonesia)
2. Dr. Suryanto, S.E., M.Si  
(Universitas Padjadjaran)
3. Dr. I Made Sumada, Drs., M.M.  
(Universitas Ngurah Rai)
4. Dr. Tunggul Sihombing, Drs., M.Si.  
(Universitas Sumatera Utara)
5. Dr. Muhammad Riduansyah Syafari  
(Universitas Lambung Mangkurat)
6. Tatan Tawami, M.Hum,S.S  
(Universitas Komputer Indonesia)

**Advisory Board and Scientific Committee:**

1. Prof. Dr. Hj. Umi Narimawati, Dra., S.E., M.Si.  
(Universitas Komputer Indonesia)
2. Assoc. Prof. Dr. Ir. Herman S., MBA.  
(Universitas Komputer Indonesia)
3. Assoc. Prof. Dr. Agus Riyanto, S.T. M.T.  
(Universitas Komputer Indonesia)
4. Dr. Hetty Hasanah, S.H., M.H. (Universitas  
Komputer Indonesia)
5. Assoc. Prof. Dr. Sony Mulyawan Setiana,  
M.Pd. (Universitas Komputer Indonesia)
6. Assoc. Prof. Dr. Lilis Puspitawati, S.E., M.Si.,  
Ak., CA (Universitas Komputer Indonesia)
7. Assoc. Prof. Dr. Ely Suhayati, S.E., M.Ak.  
(Universitas Komputer Indonesia)
8. Dr. Rahma Wahdiniwaty, Dra., M.Si.  
(Universitas Komputer Indonesia)
9. Dr. Dedi Sulistiyono S., M.T.  
(Universitas Komputer Indonesia)
10. Dr. Herwan Abdul Muhyi, S.IP., M.Si  
(Universitas Padjadjaran Bandung)
11. Dr. Candradewini, S.IP., M.Si.
12. Dr. Dina, S.IP., M.Si. (Univeritas Alghifari)

13. Dr. Supriyadi, S.E., M.Si (STIE STEMBI  
Bandung)
14. Assoc. Prof. Dr. Bakri Hasanuddin, S.E., M.Si  
(Universitas Tadulako Palu)
15. Assoc. Prof. Dr. Budi S. Purnomo, S.E.,M.M.,  
M.Si.  
(Universitas Pendidikan Indonesia Bandung)
16. Dr. Abshor Marantika, S.E., M.Si., M.M  
( STIMA IMMI Jakarta)
17. Dr. Abd. Rahman Pakaya, M.Si  
(Universitas Negeri Gorontalo)
18. Assoc. Prof. Dr. Dian Indiyati, S.H., S.E., M.Si.  
(Universitas Telkom)
19. Dr. Hj. Lilis Karnita Soleha, M.Si  
(STIE STEMBI Bandung)

**Editor:**

1. Dr. Lia Warlina
2. Dr. Eng Asep Bayu Dani Nandiyanto

**Keynote Speakers :**

1. Dr. Nikolay Megits  
(Webster University, United States)
2. Dr. Tomas Chochloe, Ph.D  
(University of West Bohemia, Czech Republic)
3. Prof. Dr. Tan Peck Leong  
(Universiti Teknologi MARA, Malaysia)
4. Dr. David Ahlstrom  
(The Chinese University Hong Kong, Hong  
Kong)
5. Dr. Gordana Pesakovic  
(Yorkville University, Canada)
6. Dr. Kankan Kasmana, S.Sn., M.Ds  
(Universitas Komputer Indonesia)

**Publisher:**

Universitas Komputer Indonesia Bandung, Indonesia

**Editorial Staff Address:**

Jl. Dipati Ukur No.112-116, Lebakgede, Kecamatan  
Coblong, Kota Bandung, Jawa Barat 40132  
<https://www.unikom.ac.id>

**Proceeding of  
The International Conference  
on Business, Economics, Social Sciences, and Humanities  
Volume 4, Maret 2023**

**List of Contents**

**Performance of Local Government Information System Applications (SIPD) and Internal Control Systems to Improving Quality Financial Reports**

*Lilis Puspitawati,, Deftania Ofita Liani, Muhammad Yusuf..... 1*

**Social Media Strategy and Its Influence on Interest Digital Financial Transaction In The Tourism Business**

*Lilis Puspitawati, M. Fajrul A'lim, M. Taufan Nurfauzan ..... 14*

**Is Green Brand Knowledge Affected Green Purchase Intention on Instant Noodle Product in Bandung, Indonesia?**

*Erna Susilawati, Hanif Nurdiarkoro .....21*

**Impact COVID-19 Pandemic towards E-Commerce Sales Value and E-Grocery Sales Value in Indonesia**

*Widyawan, H Soegoto .....25*

**Analysis of Environmental Graphic Design: A Study Case from Hospital in Indonesia**

*Malik Abdul Aziz, M Syahril Iskandar..... 30*

**The Quantitative Model of the Business Success Based on Entrepreneurial Characteristics, Motivation and Business Ability**

*Agus Riyanto, Ismatul Maula, M. Yani Syafei, Gabriel Sianturi, and M Azka Fadhillla .....41*

**Problems of Small and Medium Enterprise (SME) in The Agriculture Sector in The Digital Era Towards National Food Security**

*Y Sutisnawati, L Hakim A Ajeng.....47*

**Mass Media in The Socialization of E-Government Policies about Online Electronic Applications Services (E-Open)**

*T Rohmawati, O Solihin, Y Mogot, K P Aulia* ..... 54

**The Problems in Kaiwa Learning Faced by Students**

*D P Mardhatillah, S M Setiana*..... 64

**The Legitimacy of Wiretapping Results from the Komisi Pemberantasan Korupsi as Evidence in Corruption Cases Linked to Indonesian Legal Provisions**

*Hetty Hassanah*..... 69

**Transformational Leadership Model of Muhammadiyah Branch Leaders in Bandung District**

*Dewi Kurniasih, J.Erawan*..... 78

**Adaptive Reuse of Heritage Building "Roemah Kentang 1908 Restaurant" Bandung**

*F Maharlika, S Zahra Mutifah*..... 86

**GAMPIL FOR PUBLIC : The Application for Licensing Services**

*Nia Karniawati, Rizki Adi Purnama* ..... 95

**Post-Pandemic Human Resource Management Strategy Through Work From Anywhere (WFA), Monitoring Employee Productivity and Skill Development**

*Irpan Bangga Nugraha, Dedi Sulistiyo Soegoto*..... 100

**Corporate Criminal Responsibility for the Crime of Mixing LPG in the Perspective of Consumer Protection and Law Enforcement**

*Sahat Maruli Tua Situmeang* ..... 106

**Return of State Financial Losses in an Effort to Realize Restorative Justice in Corruption Crime**

*Musa Darwin Pane* ..... 112

**Human Resource Quality Strategies of Fulfilling the Needs for Digital Talent in Society 5.0.**

*Novriana, D S Soegoto*..... 120

**Information Design for the Development of Aceh's Door Batik Pattern on Font Medium**

*Ahmad Nurzaeni Fauzi, Wantoro, Mauliza Salvina* ..... 126

**Critical Discourse Studies on Language and Identity of Social Actors Represented in UK Prime Minister Elizabeth Truss' Speech of Announcing Resignation**

*Muhammad Rayhan Bustam* ..... 134

**The influence of Cyberloafing behavior, Work-life Balance and Work Environment on Building Construction Employee Performance**

*Dony Ilham Purakusumah, Dedi Sulistiyo Soegoto*..... 143

**Book Design as Tegel Information Media and Its History in Indonesia**

*Wantoro, Eldhie Rutfi Milega*..... 152

**Analysis Behavioral Financial Bias in Investment Decision Making**

*T.M.Kuntara, D.A.W Sya'roni* ..... 159

**Does Loan to Deposit Ratio Affect Return on Asset? Evidence from State-owned Banks**

*Hadi Purnomo,, Indah Sri Nurcahyani*..... 170

**The Effect of Hedonic Shopping Motivation and Shopping Lifestyle on Impulsive Buying**

*S Hanafiah, H Soegoto*..... 179

**Organizational Behaviour through Human Resource Management and Performance During and Post-Pandemic COVID-19**

*S Valia, D S Soegoto*..... 185

**Strategy for Minimizing Tech Talent Turnover Through the Implementation of Employee Stock Ownership Plan**

*R F Putra, C Satari, R S Sidqi, S R Putri, A B D Nandiyanto ..... 190*

**The Influence of Leadership Style And Work Motivation on Employee Performance After The Pandemic**

*Dhea Nurfa Setiani, Herman Soegoto ..... 197*

**Visual Rhetorical Studies Documentary It Might Get Loud**

*Irwan Tarmawan, Muhammad Fariz Priamanggala..... 205*

**Transformation of The Regional Symbol That Occurs in the Logo PERSIB and It's Influence on Public Perception**

*A T Cahyadi, Wantoro, Y I Maulana ..... 213*

**Marketing Politics of Government to Encourage Participation in Television Digitisation Programs**

*Surya Eka Desayu, Hkikmat Mahi Mamat..... 225*

**Case Study of Political Public Relations Model Information Commission of West Java Provinsi**

*Surya Eka Desayu, Hkikmat Mahi Mamat..... 237*

**Advertising an Sub Culture Food: Arm Burger as 'Underground Meal'**

*Ivan Kurniawan, Dinar Lestari..... 247*

**Marketing Strategy of HITS UNIKOM Radio to Improve Brand Awareness in The Digital ERA**

*N A Katresna, D A Wahab ..... 257*

**The Role of Perceived Value and E-Service Quality of E-Commerce Users to Build Electronic Word of Mouth (E-WOM)**

*Cikal Virgiawan Pratama, Deden Abdul Wahab Sya'roni ..... 268*

**Word Formation of Indonesian and English Used by Indonesian Children in Playing Online Games**

*Asih Prihandini, Haikal Ilya Muhammad*..... 281

**Emotional Intelligence and Work Stress Its Effect on Employee Performance**

*Lita Wulantika, Siti Nurhaliza Meilani, T.Handayani, Muhammad Razi Al Faruqi* ..... 288

**Implication of Tipping on Services (a case study on Restaurant and Hotel Services in Tasikmalaya)**

*M. Yani Syafei, Dedi Rianto Rahadi , Gabriel Sianturi*..... 294

**Online Shop Minniners' Business Model Development Strategy Using the BCG Matrix Approach**

*G M Aulia, R Wahdiniwati* ..... 302

**The Influence of Leadership Style And Work Motivation on Employee Performance After The Pandemic**

*Dhea Nurfa Setiani, Herman Soegoto* ..... 310

**Digital Communication Strategy Start-Up Psychology Service Bureau in Improving Consumer Self-Development**

*Melly Maulin Purwaningwulan, Muhammad Dwi Rizki*..... 318

**Vegetation Concept in Interior Space Design as Sick Building Syndrome Solution**

*Dina Fatimah, Achmad Rifa I*..... 325

**Song Lyrics Translation Project in Translation Class**

*M. Ali*..... 333

**Personal Branding Muslim Fashion on Tabriizhijab.idn**

*Alif Akbar Assiddiq, R Wahdiniwati*..... 340

**Application of Government Accounting Standards in Government Financial Reporting**

*S D Anggadini, N Agustin, R S P Agustin, D N Zahransy, A Bramasto, S Damayanti* ..... 346

**Social Criticism after the Pandemic Era on the Visual of the Truck Body**

*Adityo Baskoro Hardoyo*..... 352

**Visualization of Muslims in Video Game as a Leading Image of Islam for Society**

*Deni Albar, Citra Nurimbono*..... 362

**The Effects of Tokopedia Promoted Product on Indonesia Marketplace Customers**

*H A Azizl, D A W Sya'roni*..... 369

**Psychological Segmentation Entitled Healing as a Promotional Communication Strategy Marketing**

*R Wahdiniwaty, NSS Sugiana*..... 377

**Leadership Style and Motivation Impact on Improve Teacher Performance**

*A D U Kulsum, R Wahdiniwaty*..... 384

**The Effect of Lecturer Certification on Improving Teaching Performance: A Case Study of Japanese Language Lecturers in West Java**

*S M Setiana, I M Yukasih, M Dirgandini, D S Halibanon*..... 390

**Color preferences in children's drawings in Taman Kanak-kanak Alquran Ash Shofa**

*Ade Nursayyidah, Yully Ambarsih Ekawardhani*..... 396

**The Effectiveness of Financial Technology and Financial Literacy on Financial Analysis for Small and Medium Enterprises**

*Inta Budi Setya Nusa, Juwita Sri Rahmawati*..... 401

**The Influence of Project Management Applications, Productivity and Work Environment on Discipline, Motivation and Work Results**

*Eldeast Jane Abdul Fitra, Rahma Wahdiniwaty*..... 409

**Impact of Visual Communication Design Study Program Curriculum Content on Consideration of Student Career Plans and Future**

*K. Kasmana, N. N. Annisya*..... 418



**Preserving of Hornbill Bird through 3-Dimensional Animation Clips**

*A T Cahyadi, R Fadillah, H Mulyana, Z F Ramdan* ..... 427

**Impacts of Growing Number of Taxable Entrepreneurs on the Revenue of Value Added Tax**

*A. Febriansyah, RT. Aprilia, S. Gunawan* ..... 437

**Dvandva and Appositional Compounds in the Food Menu on the Starbucks Cafe Website**

*R Trializa, MR Yuwita*..... 445

**Third Party Funds Affect the Net Income of Bank Syariah Indonesia (BSI)**

*Adeh Ratna Komala, Mari Maryati, Widia Santiyani, Fatya Febrianti Hinggis* ..... 451

**The Meaning of the Emblem of the Bandung Raya Regional Government**

*Nurcahyo Eko Noviantono, Rini Maulina*..... 458

**Accountability through Public Sector Accounting and the Quality of Financial Reports**

*S D Anggadini, T Santika, R S P Agustin, M B A Dwiparna, E A Astiani, S Damayanti* ..... 465

**Form of Warak Ngendhog in the Dugderan Tradition of Semarang**

*De Hafizh Kumara Rasyidu, Rini Maulina*..... 478

**Analysis of Environmental Graphic Design: A Study Case from Hospital in Indonesia**

*Malik Abdul Aziz, M Syahril Iskandar*..... 489

**A Study of Visual Background of Animal Crossing: New Horizons Game**

*Yuyun Wahyuni Abasi, Kankan Kasmana*..... 498

**Advertising Design Influence on Promotion Strategies and Consumer Purchasing Decisions**

*M F Fadilla, D A W Sya'roni*..... 508

**Senses and Emotion Experience at Aceh Tsunami Museum**

*Ryanty Derwentyana Nazhar* ..... 516

**Comparison of Spatial Planning of Sundanese Traditional Houses**

*Mutiara Silmi Muzaki, Tiara Isfiaty*..... 527

**Earning Management Practices and Tax Avoidance: An Empirical Evidence from Indonesia Banking Industry**

*S K Rahayu, R N Azizah, F H D Handaya* ..... 534

**Visual and Creative Design Strategy for Promotion of Tourism and Culture in West Bandung Regency**

*I Rochmawati, A Fadilah* ..... 540

**Impact of Macro Economic on Stock Return at BUMN Banking Period 2015-2022**

*Mari Maryati , Adeh Ratna Komala ,Rasyha Andini , Syakira Kiki Irawati* ..... 551

**Nonverbal Communication as a Symbol of Love in Long Distance Relationship (LDR)**

*Solihat Manap, Kezia Onggowidjaja Michelle*..... 560

**Barongsai Form and Color at the Cap Go Meh Festival in Singkawang City**

*Muammar Irsyadi, Yully Ambarsih Ekawardhani* ..... 569

**Indonesia Australia-Comprehensive Economic Partnership Agreement (IA-CEPA) Cooperation in Increasing Economic Growth after the Covid-19 Pandemic**

*Henike Primawanti, Rifda Alviani Khoirunnisa, Azizah Tisnakusumahnita, Diyat Nurrahman*  
..... 575

**Indonesia's Economic Diplomacy at the G20 Summit**

*Henike Primawanti, Yasmin Khairunisa, Nur Khalida, Ismail Daffa* ..... 584

**Knowledge Management, Intrinsic Motivation, and Competence Impact on Employee Performance Analysis (Study of Employees in the Technician Section at a Material Handling Company in Jakarta)**

*I Budiarti, R Burhanuddin* ..... 591

**An Error Analysis of the Perception Based on Accent in Japanese**

*A Arianingsih, M F K Musyaafa* ..... 603

**Discourse between Criminalization and Marginalization (Teks Analysis)**

*Solihat Manap, Hidayat Imansyah* ..... 611

**The Anatomy of a Metaphor Simple Seating Facility Furniture with Narrative Methods**

*Cherry Dharmawan, Revina Zahra* ..... 623

**The Analysis of Ellipsis in a Pair of Silk Stockings A Short Story by Kate Chopin**

*Juliana Karin, Juanda* ..... 633

**Alternative Policy Management Framework in Determination of Long-Distance Travel Permit Based on Covid-19-like Symptoms Using Data Mining**

*E S Soegoto, Y Handoko, Wantoro, R Wahdiniwati, S S Aulia, D Fatimah*..... 639

**A Need Analysis for Kanji Learning Applications**

*K Ramadhan, S M Setiana* ..... 648

**Strengthening Business Success using Entrepreneurial Personal Independence and Entrepreneurial Competence**

*Muhammad Iffan, Rizal Firmansyah, Windi Novianti*..... 657

**The Empowerment Effectiveness through the Family of Hope Program (PKH)**

*Rino Adibowo, Eka Nuryanti Dewi, Gilang Muhamad Faris, Dewi Nurdamaiati, Mochamad Daffa Fahlevi, Gaya Prakasa Hartanto, Ahmad Syahrul Mukarom* ..... 667

**The Government's Role in Increasing Millennial Farmers through Technology**

*Rino Adibowo, Edo Rahmad Hidayat, M. Riza Hamsyari, Tika Mutia Rahayu, Anak Agung Ayu Ditha P* ..... 672

**The Government's Role in Increasing Millennial Farmers through Technology**

*Rino Adibowo, Edo Rahmad Hidayat, M. Riza Hamsyari, Tika Mutia Rahayu, Anak Agung Ayu Ditha P* ..... 677

**Personal Pronoun Translational Shifts in Anime Translations**

*H H Hasna, M Ali* ..... 682

**The Influence of Health Development on the Quality of Human Resources in the City of Bandung**

*P S Kurniati, T K Nisa , M SAJ Amin* ..... 689

**Government Regional Strategies in Tourism Development in the Nusa Tenggara Barat Province Post-Pandemic**

*P S Kurniati, M SAJ Amin, T K Nisa* ..... 698

**UMKM in Improving The Economy of Rural Communities**

*Nia Karniawati, Nafisa Nurfatim, Enrico Cristian, Yayan Karyana* ..... 706

**Interaction between Community and Local Government in Evaluation Policy of Regional Regulation about Funeral Service Retribution**

*Dewi Kurniasih, Abdillah Thohir* ..... 714

**Yakuwarigo and Style Shifting in the Anime Genjitsushugi Yuusha no Oukoku Saikenki**

*R T Adipura, A Arianingsih* ..... 719

**Sociology of Government in The Study of Service Quality Parking Permit Management in Department of Investment and One Door Integrated Services of Bandung City through The GAMPIL for Public Application**

*Dewi Kurniasih, Herlangga Herdin Pratama* ..... 724

**Analysis of United States Cyberpower Domination through the Cloud Act on Data Security in Europe**

*D Triwahyuni, Y W Nugraha, I R H Permana, Z A Falentino ..... 729*

**Adolescents' Knowledge and Perception of Traditional Food Products Typical of Banten Gipang PD Laila**

*Y A Ekawardhani , Holif Maulia..... 734*

**Cyber Espionage of F-15 Fighter Jet Data Impact To U.S. – China Relations**

*D Triwahyuni, M Azhar, D Cahya, R Andika ..... 741*

**The Role of Nato in Enhancing Ukraine's Cybersecurity during Times of Conflict**

*Dewi Triwahyuni, Leonardo Valentino, Nenden Nurmutiasari Amada, Harya Bustami ..... 746*

**The Impact of the Covid-19 Pandemic on the Development of Economic Regionalism in South East Asia**

*A Darmayadi..... 757*

**The Effectiveness ASEAN Political Security Community (APSC in The Implementation of ASEAN Convention on Counter Terrorism (ACCT) to Combat Terrorism in Southeast Asia**

*A Darmayadi, A Ibrahim, W. L Clariza ..... 762*

**Visual Rhetorical Studies Documentary It Might Get Loud**

*Irwan Tarmawan, Muhammad Fariz Priamanggala..... 775*

**Building Indonesian Nation Branding Through Indonesia Spice up The World and Its Effect on Indonesian Spice Exports to African Region**

*A Darmayadi, N Ibrahim, D P M Azhari, D S Ulfah..... 787*

**The Potential of Developing Bread Fried Ciptamas Brand Identity to Increase Sales**

*Cheka Handi Despianda S, Adityo Baskoro Hardoyo ..... 797*

**Model Design of Sales Accounting Information System for Utara Game's Store**

*Najla, Supriyati* ..... 806

**Substate Actor and Implementation of Sustainable Development Goals: Bandung City's Paradiplomacy Practices in Water Leakage**

*Henike Primawanti, Windy Dermawan, Sri Vania Rahman, Zahra Afifah Khurrahman* ..... 817

**The Main Character's Conflicts in Maleficent: An Allegory for Coping Mental Crisis after Pandemic**

*Fira Lestari, Retno Purwani Sari* ..... 823

**Portrait of Id, Ego, and Superego on 'Dear no One' by Tori Kelly: The Understanding for Stress Management**

*Hani Zakkiyah, Retno Purwani Sari* ..... 832

**Cultural Components of Film COCO: A Mexican Heritage Multicultural Culture**

*Vivi Fauziah, Retno Purwani Sari* ..... 846

**How Clause Relationships in Narrative Relieve Children from the Covid-19 Crisis**

*Nurin Fadhila Fasya\*, Retno Purwani Sari* ..... 854

**The Representation of Food as Power Struggle in the Menu**

*Nungki Heriyati, Silvi Munawaroh* ..... 862

**Corporate Crime in Illegal Fishing Practices and Its Enforcement in Indonesia**

*Imas solehayati, Sahat Maruli Tua Situmeang* ..... 875

**Character Development of Arisu Ryohei from Alice in Borderline**

*Zainab Zahratunissa, Nungki Heriyati* ..... 885

**The Economic Impact for Indonesia from The War Between Russia and Ukraine**

*Aelina Surya, Savitry Aditiany, Shelsa Ekasara Nurhalimah, Rivaldi Rizki Ramdani*..... 893

**Comparative Analysis of Digital Economy in Lao PDR and Malaysia: An Overview**

*S O Putri, R R Ramdani, P T Sonjaya, S R Valarian, R Andika, H Bustami* ..... 898

**Visualization Analysis of Sung Jin-Woo's Character in Solo Leveling Comics**

*N.A. Dzakhir, S.I.P. Persada* ..... 910

**Analysis of the Use of Excessive Graphic Design Elements on 77Th Independence Day Posters**

*S.I.P. Persada, M. Najibulloh*..... 916

**Illocutionary Utterances Containing Prepositions in Last Christmas Film 2019**

*Eneng Rere Prihartini, Juanda*..... 925

**The Literary Appreciation Level of Students**

*Fenny Febrianty, Muhammad Hafiz*..... 937

**The Impact of Fulfilling Social Needs in Anime Yagate Kimi ni Naru**

*Rivany Destie Sholihah, Fenny Febrianty* ..... 943

**The Husband's Expression of Love in the Shin Atashin'chi Anime**

*Bilqis Rifkah Oktaviani, Fenny Febrianty* ..... 950

**Dark Effects in Ankoku Joshi Movie**

*Rifqy Adiyatama Wahyu, Fenny Febrianty*..... 956

**Political Interests of The Regional People's Representative Council (DPRD) In The Making of Regional Regulations**

*Tatik Rohmawati, Nandang Alamsah Deliarnoor, Samugyo Ibnu Redjo, Mudiwati Rahmatunissa, Utang Suwaryo*..... 962

**Prototype Accounting Information System of Revenue in Kindergarten Permata Bandung**

*Dony Waluya Firdaus, Bilqis Khoerunisa* ..... 968

**Visual Analysis of Totoro's Character in The Film My Neighbor Totoro**

*Luthufunnisa Rizkya, Irwan Tarmawan* ..... 973

**Viewing Mexican Tradition of “Dia De Los Muertos” in The Animation Film “Coco”**

*Rahma Putri Ramadianti, Irwan Tarmawan* ..... 982

**The Influence of Leadership Style And Work Motivation on Employee Performance After The Pandemic**

*Dhea Nurfa Setiani, Herman Soegoto* ..... 988

**Viewing Mexican Tradition of “Dia De Los Muertos” in The Animation Film “Coco”**

*Rahma Putri Ramadianti, Irwan Tarmawan* ..... 996

**Criminal Law Enforcement Against Digital Financial Services Sector Companies for Misuse of Consumer Personal Data**

*Ananda Putri Nur Amalina, Sahat Maruli Tua Situmeang* ..... 1005

**Visual Rhetorical Studies Documentary It Might Get Loud**

*Irwan Tarmawan, Muhammad Fariz Priamanggala* ..... 1012

**Communication Design Education Oriented Vocational Curriculum Framework**

*Rini Maulina* ..... 1028

**In The House of Tom Bombadil: A Traumatic Healing Therapy at Home**

*Reynaldi Christian Yapto, Juanda* ..... 1037



**Representation of Women's Beauty in Kosé Sekkisei White UV Emulsion**

*R. Ramdani, M. Ali*..... 1043

**Legal Consequences of Unlawful Act in E-Commerce**

*Hetty Hassanah, Muhammad Margani*..... 1049

**Youth Political Participation in The Digital Age: Preparing A New Society of Good and Smart Digital Citizens**

*Prima Roza, Epin Saepudin, Gregorius Prasetyo Adhitama*..... 1060

**Development Strategy for Micro Small and Medium Enterprises in the Digital Era**

*RN Nurvana, EP Wijaksana, I Fargani and SA Insani*..... 1065

**Exhibition Space Management of Chiharu Shiota as Museum MACAN's Becoming a Child-Friendly Museum**

*Tiara Isfiaty*..... 1075

# Knowledge Management, Intrinsic Motivation, and Competence Impact on Employee Performance Analysis (Study of Employees in the Technician Section at a Material Handling Company in Jakarta)

**I Budiarti\*, R Burhanuddin**

Departement of Management Faculty of Economics & Business,  
Universitas Komputer Indonesia, Bandung

Email : [isniar.budiarti@email.unikom.ac.id](mailto:isniar.budiarti@email.unikom.ac.id)

**Abstract.** This study aims to analyze employee performance which is influenced by knowledge management, intrinsic motivation, and competence in one of the technician parts of the Material Handling company in Jakarta. The mixed methods method used in this study combines qualitative and quantitative analysis, with a technique of determining saturated sampling where all members of the population are used as samples, while data analysis uses the help of the SPSS V25 application. The results showed that the application of knowledge management, intrinsic motivation and competence had a significant effect on the performance of employees partially or simultaneously on the part of the technicians in the Material Handling company. This proves that company performance will increase when knowledge management, intrinsic motivation and competence increase or vice versa if knowledge management, intrinsic motivation and competence decrease then company performance will also decrease.

## 1. Introduction

Indonesia is currently in a post-covid-19 recovery period. The government is making all kinds of efforts to restore the national economy, including inviting foreign investors to invest in Indonesia. One of the sectors that must begin to improve is the national logistics sector, especially material handling companies engaged in providing reliable supporting equipment to ensure smooth production processes. One of the material handling companies located in Jakarta, it always tries to provide the best service to its customers. The steps taken are to provide training on a regular basis as a medium for transferring the latest media and information technology to improve the performance of its employees. Quoted by [1] Performance is the result of work that has a strong relationship with the organization's strategic goals, customer satisfaction and making an economic contribution. Performance is something that really determines the company's survival in the post-covid-19 recovery period. Therefore, to improve employee performance can be achieved in several ways, including through the provision of knowledge management, providing motivation, and competence of human resources. [2]

Managing knowledge is how an organization manages its employees, and how much time they spend on information technology. knowledge management among employees is very influential in improving the ability to think logically producing something creative and innovative. The management and services in this material handling company must also be increasingly developed, one of which is knowledge management so that performance and service to the community will be more optimal.

Knowledge management is a tool that can be used to improve employee performance in national logistics sector organizations, especially material handling companies, [3] The application of knowledge management has been recognized as an important instrument for achieving the specific goals of an organization and even a country so that it can maintain economic growth and competitive advantage. [3] Some of the results of previous research stated that knowledge management has a significant and positive effect on organizational performance. [4], [5] state that knowledge has a significant positive effect on performance. Meanwhile, according to [6] stated that organizations have an important role in increasing employee knowledge and motivation. Giving motivation is basically the right of employees and the obligation of the company to support the contribution of its employees to achieve predetermined goals, [7]. Employee motivation is needed to improve performance. Organizations that provide opportunities for employees to develop will encourage employee motivation in developing the ability to learn, because according to [8], motivation is important, because motivation will encourage someone to do something more enthusiastically, especially regarding work motivation which plays a role in employee performance, supported by research results [9], where motivation has a positive effect on employee performance.

In addition to providing motivation, competence can affect employee performance. Competence is the ability to carry out or carry out a job or task that is based on skills and knowledge and supported by attitudes work required by the job [9], so that competence has a positive and significant direct effect on employee performance.

## **2. Method**

This type of research is a combination research or mixed methods, there are two types of research, namely qualitative and quantitative, which are used to obtain validation results and product implementation. While the quantitative type is used to understand the process of validation and implementation. While the analytical method used is descriptive and verification. Descriptive analysis was used to describe knowledge management, intrinsic motivation, competency, and employee performance in a material handling company located in Jakarta. Meanwhile, verification analysis is used to prove and seek the truth of the proposed research allegations. The population in this study are all employees of the technician section at the material handling company, the samples used in this study are all populations. The analytical method used is multiple linear regression equations using the SPSS V25 application.

### **2.1 Data Collection Techniques**

Data collection techniques in this study used questionnaires which were distributed to respondents by providing a set of questions or written statements to the respondents to answer.

### **2.2 Operationalization of Variables**

Next Operationalization The variables of this study are knowledge management, intrinsic motivation, and competency on employee performance, so the authors categorize the variables used in this study into independent variables and dependent variables tabel 1.

**Table 1.** The Concept of Variable Operationalization

<b>Variables</b>	<b>Concept</b>	<b>Indicator</b>
<b>Knowledge Management</b>	A systematic step in managing intellectual assets/knowledge and various information from individuals/individuals (personal) and organizations to create competitive advantage and maximize added value and innovation. [10]	a) Identification of knowledge b) Quantity c) Punctuality d) Effectiveness e) Independence
<b>Intrinsic Motivation</b>	The motivation that drives a person to excel originates within the individual, which is better known as motivational factors. [11]	a) Achievements b) Confession c) Responsibility d) Progress e) Work alone
<b>Competence</b>	Competence shows certain knowledge, skills, and attitudes of a profession in terms of certain skills, which are the characteristics of a professional [12]	a) Understanding b) Attitude c) Interests
Performance	Performance is a result achieved by employees in their work according to certain criteria that apply to a job. [13]	a) Quality of work b) Quantity c) Punctuality d) Effectiveness e) independence

Source: Data Processed

### 2.3 Measurement Scale

Variable Measurement Scale In this study using a Likert scale, with gradations from very low to very high, generally using 5 research points, namely: Strongly Agree given a score of 5; Agree is given a score of 4; Disagree is given a score of 3; Disagree is given a score of 2; Strongly Disagree is given a score of 1. This Likert scale then scales the individual concerned by adding the weight of the selected answer. The average value of each respondent can be grouped into class intervals. The number of classes is 5, so the interval can be calculated as follows:

### 2.4 Validity and Reliability Test Results

The following table 2 shows the results of the Validity and Reliability

**Table 2.** Instrument Reliability Test

<b>Validity</b>	<b>Cronbach Alpha</b>	<b>Critical Value</b>	<b>Conclusion</b>
Knowledge Management	0.868	0.700	Reliable
Intrinsic Motivation	0.915	0.700	Reliable
Competence	0.849	0.700	Reliable
Performance	0.883	0.700	Reliable

Source: Data Processed

### **3. Results and Discussion**

#### **3.1 Descriptive Analysis**

The results of the recapitulation of respondents' responses regarding knowledge management, intrinsic motivation, competence, and employee performance, in the technician section of a material handling company located in Jakarta, all variables are in a fairly good category, where knowledge management has not been fully maximized, as there are still some employees who have not been able to create a more effective way of completing their work, due to the fact that the technicians graduated from vocational schools, so they have not been trained and only follow what has been recorded in the product operational standards, and when faced with new problems they tend to be hampered because they are not used to analyzing something so they don't can create new knowledge to do the job more effectively. This was revealed by [14] the results of his research that, knowledge creation is not only a collection of facts, but a process that is unique to humans which is difficult to simplify or imitate because the creation of knowledge allows a person to carry out a task or work more effectively by giving birth to new innovations and developing everything that already exists to be more efficient, optimal utilization of knowledge can provide opportunities to explore knowledge to gain or create new knowledge so as to increase the competitiveness of a company.

Intrinsic motivation in the employees of the technician section of a material handling company located in Jakarta is in the sufficient category, where some employees feel they do not have high responsibility for their work and are worried about their careers. This phase is a transition from adolescence to young adulthood so that usually someone at that age will be vulnerable to experiencing pressure. [15] Strengthened by the results of [16], that responsibility is a condition of being obliged to bear everything for the actions that have been done, so that someone will give their best to complete the task or job given. The competence of the employees of a material handling company located in Jakarta is not maximized due to the weakest indicator, namely interest, which occurs due to a lack of experience. The research results of [17] state that interest is a condition in which a person pays attention to something, which is accompanied by a desire to know, learn, and prove.

The performance of employees in the technical section still has problems of independence, where most employees cannot complete all the work given without the help of others, making most employees in the technical section not used to working alone if their colleagues are unable to attend, so it takes longer. According to [18] independence is an activity that is driven based on individual initiative, desire, or interest so that it can be carried out independently to solve a problem. It is better for employees to master one area of their work so that they can work independently based on the skills they have, [19].

#### **3.2 Verification Analysis**

##### **3.2.1 Validity Test**

Based on the results of data processing, it was found that knowledge management, intrinsic motivation, competence, and employee performance had values  $> 0.30$  and specifications  $< 0.05$  so that all question items in this study were valid.

##### **3.2.2 Reliability Test**

Based on the results of data processing, knowledge management, intrinsic motivation, competence, and employee performance have a critical value of  $> 0.70$ , it can be concluded that the question items used are reliable.

### 3.3 Classical Assumption Test

#### 3.3.1 Normality Test

The following table 3 One Sample Kolmogorov-Smirnov Test.

**Table 3.** Normality Test

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		38
Normal Parameters	Mean	.0000000
	Std. Deviation	1.41560042
Most Extreme Differences	Absolute	.132
	Positive	.078
	Negative	-.132
Test Statistic		.132
Asymp. Sig. (2-tailed)		.094 <sup>c</sup>

Source: Data processed

Based on table 3. a significance result (p value) of 0.094 is obtained, because the result is  $0.094 > 0.05$ , which means that the regression model meets the normality assumption, or the data is normally distributed. So that the data can be continued to be analyzed using multiple linear regression analysis.

#### 3.3.2 Multicollinearity Test

The following is the Multicollinearity Test as shown in the following table 4.

**Table 4.** Multicollinearity Test

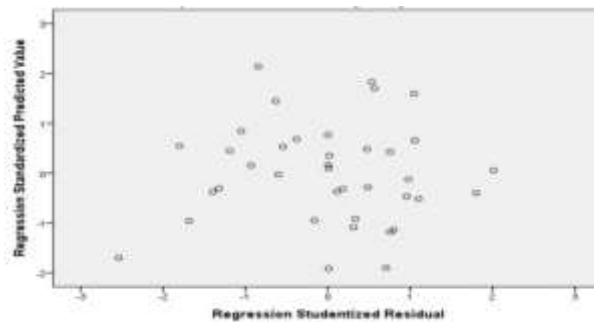
Coefficients		
Model	Collinearity Statistics	
	Tolerance	VIF
Knowledge Management	.168	5.956
Intrinsic Motivation	.339	2.947
Competence	.185	5.412

Source: Data processed

Based on table 4. above, the tolerance value for each independent variable has a value  $> 0.10$  and a VIF value  $< 10$ , so it can be stated that the multicollinearity assumption of the data is fulfilled. Therefore, it can be concluded that there are no symptoms of multicollinearity between the independent variables in the regression model.

#### 3.3.3 Heteroscedasticity Test

In the heteroscedasticity test, there is no clear pattern, and the points spread randomly above and below the number 0 (zero) on the Y axis, so it can be stated that there was no heteroscedasticity in this study. Heteroscedasticity itself means that there is an unequal variance of the errors for all observations of each independent variable in the regression model. The following is a Figure 1. of the Employee Performance Heteroscedasticity Test.



Source: Processed data

**Figure 1.** Heteroscedasticity Scatter Plot Graph

### 3.4 Multiple Linear Regression

The multiple linear regression equation model to be formed is as follows table 5.

**Table 5.** Multiple Linear Regression Analysis

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.541	1.111		-1.388	.174
	Knowledge Management	.233	.108	.192	2.165	.038
	Intrinsic Motivation	.290	.058	.314	5.037	.000
	Competence	.669	.106	.531	6.289	.000
Dependent Variable: Employee Performance						

Source: Data processed

From table 5. The value of a (constant) is -1.541;  $\beta_1$  is 0.233,  $\beta_2$  is 0.290 and  $\beta_3$  is 0.669. Thus, the multiple linear regression equation to be formed is as follows.

$$Y = -1.541 + 0.233X_1 + 0.290X_2 + 0.669X_3 + e$$

### 3.5 Partial Correlation Coefficient Analysis

The following table 6. Correlation of knowledge management with employee performance

**Table 6.** Correlation of knowledge management with employee performance

Correlations			
		Knowledge Management	Employee Performance
Knowledge Management	Pearson Correlation	1	.919**
	Sig. (2-tailed)		.000
	N	38	38
Employee Performance	Pearson Correlation	.919**	1
	Sig. (2-tailed)	.000	
	N	38	38

**. Correlation is significant at the 0.01 level (2-tailed).		
Correlations		
	Knowledge Management	Employee Performance

Source: Data processed

Based on table 6, the correlation value obtained between knowledge management and employee performance is 0.919, which means that knowledge management within the company has a very strong impact on employee performance in completing work and responsibilities. The positive correlation value indicates the relationship that occurs between the two is unidirectional. Where the better knowledge management, the better the performance of employees, or vice versa. can be seen in the following table 7.

**Table 7.** Correlation of intrinsic motivation with employee performance

Correlations			
		Intrinsic Motivation	Employee Performance
Intrinsic Motivation	Pearson Correlation	1	.881**
	Sig. (2-tailed)		.000
	N	38	38
Employee Performance	Pearson Correlation	.881**	1
	Sig. (2-tailed)	.000	
	N	38	38
**. Correlation is significant at the 0.01 level (2-tailed).			

Source: Data processed

Based on table 7. it is known that the correlation value obtained between intrinsic motivation and employee performance is 0.881, which means that intrinsic motivation that exists within employees in carrying out work has a very strong impact on employee performance in completing work and responsibilities. The positive correlation value which indicates the relationship that occurs between the two is unidirectional. Where the better the intrinsic motivation, the better the performance of employees, or vice versa. The following table 8. Competency correlation with employee performance

**Table 8.** Competency correlation with employee performance

Correlations			
		Competency	Employee Performance
Competency	Pearson Correlation	1	.947**
	Sig. (2-tailed)		.000
	N	38	38
Employee Performance	Pearson Correlation	.947**	1
	Sig. (2-tailed)	.000	
	N	38	38
**. Correlation is significant at the 0.01 level (2-tailed).			

Source: Data processed



Based on table 8. it is known that the correlation value obtained between competence and employee performance is 0.947, meaning that the competence possessed by an employee has a very strong impact on employee performance in completing work and responsibilities. The positive correlation value indicates that the relationship that occurs between the two is unidirectional. Where the better the competence possessed by employees, the better the performance of employees, or vice versa.

### 3.6 Analysis of Simultaneous Correlation Coefficients

The following is Table 9 Simultaneous Correlation Coefficient.

**Table 9.** Simultaneous Correlation Coefficient

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.977 <sup>a</sup>	.955	.951	1.47673
a. Predictors: (Constant), Competence, Intrinsic Motivation, Knowledge Management				

Source: Source: Data processed

Based on the results of table 9, it is known that the correlation value obtained between the independent variables of knowledge management, intrinsic motivation and competence with the dependent variable of employee performance is 0.977 meaning that if knowledge management, intrinsic motivation and competencies are carried out and owned by employees well then it will result in employee performance which is good, this shows that the level of relationship between the independent variables of knowledge management, intrinsic motivation and competence with the dependent variable of employee performance is at a very strong and unidirectional relationship level. The better knowledge management, intrinsic motivation, and competence, the better the employee performance, and vice versa.

### 3.7 Partial Determination Coefficient Analysis

The following presents the Partial Determination Coefficient in Table 10.

**Table 10.** Partial Coefficient of Determination

Coefficients									
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
		B	Std. Error	Beta			Zeroorder	Partial	Part
1	(Constant)	-1.541	1.111		-1.388	.174			
	Knowledge Management	.233	.108	.192	2.165	.038	.919	.348	.079
	Intrinsic Motivation	.290	.058	.314	5.037	.000	.881	.654	.183
	Competence	.669	.106	.531	6.289	.000	.947	.733	.228
a. Dependent Variable: Employee Performance									

Source: Processed data

It can be seen in table 10. where the magnitude of the knowledge management variable contributes to the influence of employee performance variables by 17.6%, the intrinsic motivation variable on employee performance variables is 27.7%, and the competency variable on employee performance variables is 50.3%.

### 3.8 Analysis of Simultaneous Determinant Coefficients

Furthermore, in table 11 the results of the analysis of the Simultaneous Coefficient of Determination.

**Table 11.** Simultaneous Determination Coefficient

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.977 <sup>a</sup>	.955	.951	1.47673
a. Predictors: (Constant), Competence, Intrinsic Motivation, Knowledge Management				

Source: Processed data

Based on table 11, the results of the contribution to the influence of knowledge management, intrinsic motivation and competence simultaneously are indicated by an R Square value of 0.955 or 95.5%, this reveals that the performance of employees in the technician section can be influenced by Knowledge Management, Intrinsic Motivation and Competence reaching 95.5%, while the remaining 4.5% is the influence or contribution of other variables not examined in this study, such as extrinsic motivation, work environment and commitment.

### 3.9 Hypothesis Testing

Table 12. The following presents a recapitulation of the results of hypothesis testing seen from the amount of contribution both partially and simultaneously with the following results:

**Table 12.** Results of Hypothesis Test Recapitulation

Partial	Correlation	Description	Determination	T <sub>count</sub>	T <sub>table</sub>	Description
Knowledge management	0.919	Strong and Positive	17.6%	2.165	2.028	Significant
Intrinsic motivation	0.881	Strong and Positive	27.7%	5.037	2.028	Significant
Competence	0.947	Strong and Positive	50.3%	6.289	2.028	Significant
Simultaneous	Korelasi	Keterangan	Determinasi	T <sub>count</sub>	T <sub>table</sub>	Keterangan
	0.997	Strong and Positive	95.5%	241.938	2.866	Significant

Source: Processed data

From the recapitulation of the results of the hypothesis testing in Table 12, the results of the hypothesis testing can be described.



**Figure 2.** Hypothesis Test Results

Based on Figure 2. above, it reveals that the effect of knowledge management is partially 17.6% on employee performance, while the effect of intrinsic motivation is partially 27.7% on employee performance, and the effect of competence is partially 50.3% on performance employee. The highest partial effect on employee performance is competence of 50.3%. Evidenced by the fact that most employees understand the duties and responsibilities that have been given, already understand the concepts related to company goals. So, it can be said that the higher the competency possessed by an employee, the higher the employee's performance will be followed. Simultaneously knowledge management, intrinsic motivation and competence affect employee performance by 95.5%, which means it has a very strong influence, the remaining 4.5% is influenced by variables not examined in this study. Based on the results of hypothesis testing, both partially and simultaneously the application of knowledge management, intrinsic motivation and competence has a significant effect on the performance of employees in the technician section of this material handling company, where competence has a dominant influence compared to knowledge management, intrinsic motivation. This proves that if competence, knowledge management, intrinsic motivation increases, the company's performance also increases, or vice versa.

#### 4. Conclusion

Based on the results of the study it was concluded that Knowledge Management, Intrinsic Motivation and Competence have a significant simultaneous effect on Employee Performance in material handling companies located in Jakarta. This proves that knowledge management, intrinsic motivation and competence have a crucial influence on employee performance. When knowledge management, intrinsic motivation and competence increase, the company's performance will also increase and vice versa if knowledge management, intrinsic motivation and competence decrease, the company's performance will also decrease. With limitations in research in the use of motivator variables (Intrinsic) in measuring motivation, so that in future studies can add motivation to hygiene to obtain better results.

#### Acknowledgments

The author expresses heepest gratitude and appreciation to the editors, the material handling company located in Jakarta, to the UNIKOM Chancellor who has provided the opportunity to publish this article.

## References

- [1] Armstrong dan Baron dalam Irham Fahmi. 2012. *Manajemen Kinerja*. Jakarta
- [2] Rivai, V. dan D. Mulyadi. 2009. *Kepemimpinan dan Perilaku Organisasi edisi ketiga*. Rajagrafindo Persada. Jakarta.
- [3] Anggraini, Normala Dewi., (2013), Pengaruh Praktek Knowledge Management Terhadap Kinerja Organisasi (Studi Empiris pada Satuan Kerja Perangkat Daerah Kota Salatiga), Skripsi Fakultas Ekonomika Dan Bisnis Universitas Diponegoro Semarang, [eprints.undip.ac.id/39578/1/ANGGRAINI.pdf](http://eprints.undip.ac.id/39578/1/ANGGRAINI.pdf).
- [4] Andria, V. dan E. Trisyulianti. 2016. Implementasi Manajemen Pengetahuan dan Dampaknya terhadap Kinerja Organisasi pada PT Telekomunikasi Indonesia, *Tbk. Jurnal Manajemen Dan Organisasi* 2(2): 154. <https://doi.org/10.29244/jmo.v2i2.14204>.
- [5] Obeidat, B. Y., Al-Suradi, M. M., Masa'deh, R. E., & Tarhini, A. (2016). The impact of knowledge management on innovation: An empirical study on Jordanian consultancy firms. *Management Research Review*, 39(10), 1214-1238.
- [6] Rose, R. C., N. Kumar, dan O. G. Pak. 2011. The effect of organizational learning on organizational commitment, job satisfaction and work performance. *The Journal of Applied Business Research* 25(6): 55–56.
- [7] Pradnyana, I Gusti Gde Oka., dan Kase, Windry Anggraini., (2014), Faktor-Faktor Yang Mempengaruhi Kinerja Karyawan Pada Pt Surya Cahaya Inti Denpasar, *FORUM MANAJEMEN*, Volume 12, Nomor 1, Tahun 2014.
- [8] Robbins, P. Stephen. (2002). *Prinsip-Prinsip Perilaku Organisasi*. Edisi Kelima. Diterjemahkan oleh: Halida, S.E dan Dewi Sartika, S.S. Erlangga, Jakarta.
- [9] Sulistyanyingsih, Agustini., (2009), Analisis Pengaruh Kepemimpinan, Kompetensi Karakteristik Individu, Locus Of Control Dan Penerapan Teknologi Informasi Terhadap Kinerja Pegawai Pada Dinas Pendidikan Kabupaten Klaten. *Excellent*. (1):1
- [10] Praharsi, Y. (2016). Manajemen pengetahuan dan implementasinya dalam organisasi dan perorangan. *Jurnal Manajemen Maranatha*, 16(1). <https://doi.org/10.28932/jmm.v16i1.7>
- [11] Fredrick Herzberg. 2009. *The Motivation to Work*. New York: Library of congress cataloging inpublication data.
- [12] Sugiyanto, S., & Santoso, D. (2018). Analisis Pengaruh Kompetensi, Sarana Pendukung Teknologi Informasi Dan Kepuasan Kerja Sebagai Variabel Intervening Terhadap Kinerja SDM. *Jurnal Riset Ekonomi dan Bisnis*, 11(1), 76-92. <https://doi.org/10.26623/jreb.v11i1.1078>
- [13] Robbins (2016:260) dalam Bintoro dan Daryanto (2017:107) *Manajemen Penilaian Kinerja Karyawan*, Penerbit Gaya Media
- [14] Ardharanie, N. (2020). *Pengaruh Pengetahuan dan Word of Mouth Terhadap Keputusan Menjadi Nasabah di KSPPS BMT Tumang Cabang Plaosan Magetan* (Doctoral dissertation, IAIN Ponorogo)
- [15] Suyono, T. A., Kumalasari, A. D., & Fitriana, E. (2021). Hubungan Quarter-Life Crisis Dan Subjective Well-Being Pada Individu Dewasa Muda. *Jurnal Psikologi*, 14(2), 301-322. <http://dx.doi.org/10.35760/psi.2021.v14i2.4646>
- [16] Melati, R. S., Ardianti, S. D., & Fardani, M. A. (2021). Analisis Karakter Disiplin dan Tanggung Jawab Siswa Sekolah Dasar pada Masa Pembelajaran Daring. *Edukatif Jurnal Ilmu Pendidikan*, 3(5), 3062-3071. <https://doi.org/10.31004/edukatif.v3i5.1229>
- [17] Rahmat Pupu Saeful (2018) *Psikologi Pendidikan*. Jakarta Timur: PT. Bumi Aksara

- [18] Aditia, A. (2019). Pengaruh Self Esteem dan Kemandirian Belajar Terhadap Prestasi Belajar Mahasiswa Pendidikan Ekonomi Angkatan 2016 Dan Angkatan 2017 Universitas Siliwangi (Survei Pada Mahasiswa Pendidikan Ekonomi Universitas Siliwangi). Doctoral dissertation, Universitas Siliwangi.
- [19] Arifudin, O. (2019). Pengaruh Kompensasi Terhadap Kinerja Karyawan di PT. Global Media. *Jurnal Ilmiah MEA (Manajemen, Ekonomi, & Akuntansi)*, 3(2), 184-190. <https://doi.org/10.54783/mea.v3i2.243>