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## Revista Internacional de Filosofía Iberoamericana y Teoría Social

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Centro de Estudios Sociológicos y Antropológicos (CESA)



AÑO 26 N.º EXTRA 2  
INTERLOCUCIONES

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***Utopía y Praxis Latinoamericana*** nace como una respuesta a la situación de conflictividad política que atraviesa actualmente la democracia y la sociedad latinoamericana. Pero también nace como una respuesta comprometida con el análisis filosófico y la interpretación histórica de la cultura y las ciencias sociales frente a la crisis de la Modernidad. Respuesta que procura la creación de nuevos/as actores y escenarios a partir de los cuales se hagan posibles inéditas alternativas para la teoría crítica y el cambio social efectivo. Una respuesta en dos sentidos: la utópica porque todo proyecto existencial auténtico debe enmarcarse y definirse por el universo de sus valoraciones humanas; la práctica porque, a diferencia de la necesaria teoría, implica un tipo de acción cuyo movimiento es capaz de dialectizar la comprensión de la realidad, pero también de transformar a los sujetos que la constituyen. Con lo cual la noción de praxis nos conduce de retorno a la política, a la ética y, hoy día, a la ciencia y a la técnica. Es una respuesta desde América Latina, porque es a partir del ser y pensar latinoamericano que la praxis de nuestro proyecto utópico se hace realizable.

***Utopía y Praxis Latinoamericana*** es una revista periódica, trimestral, arbitrada e indexada a nivel nacional e internacional, editada por la Universidad del Zulia (Maracaibo, Venezuela), adscrita al Centro de Estudios Sociológicos y Antropológicos (CESA) de la Facultad de Ciencias Económicas y Sociales, y financiada por el Consejo de Desarrollo Científico y Humanístico (CONDES) de esta misma Universidad. Las áreas temáticas que definen el perfil de la revista están insertas en las siguientes líneas del pensamiento iberoamericano y latinoamericano: Filosofía Política Latinoamericana, Historia de las Ideas, Epistemología, Teorías y metodologías de las Ciencias Sociales, Antropología social, política y filosófica, Ética y pragmática, Filosofía y diálogo intercultural, Estudios de Género. Las sub-áreas respectivas a cada área general serán definidas por el Comité Editorial, con la ayuda de sus respectivos asesores nacionales e internacionales, a fin de establecer la pertinencia de los trabajos presentados.

***Extra-Interlocuciones*** es la colección de dosieres temáticos que presenta la revista internacional de Filosofía y Teoría Social *Utopía y Praxis Latinoamericana* a la comunidad internacional de investigadores/as de América Latina y otros continentes, comprometidos con la episteme inter y transdisciplinar del pensamiento crítico, alternativo, emancipador y decolonial. Los perfiles editoriales de esta colección son transversales entre las diversas disciplinas de las ciencias sociales lo que permite abordar cuestiones de relevancia que por su novedad requieren de una difusión entre redes de investigación internacionales. Su objetivo principal es publicar prácticas discursivas cónsonas con otra comprensión de las problemáticas actuales de la filosofía política y las ciencias sociales. A partir de experiencias emergentes que puedan transformar en su praxis las relaciones subjetivas de la convivencia que se desarrolla en el espacio público, el interés y propósito es hominizarse el mundo de vida que sirve de sostenibilidad a la racionalidad del s. XXI. Saberes y epistemes radicalmente cuestionadoras que, en su presente actual y provenir posible, logren desconstruir los "puntos de apoyo" de la política de la Modernidad y generar otras relaciones de alteridad, perspectivas, vértices, encrucijadas y convergencias, que se encuentran implicadas en las dinámicas no lineales de la cultura y la Historia. Hoy día, en la era de la Globalización y las hegemonías tecno científicas, el valor político y trascendencia del sujeto vivo se encuentran en riesgo de fenecer. Las crisis del modo de producción y reproducción de los bienes materiales para satisfacer las contingencias de la vida, reclama la conciencia de un deber ser con suficiente fronesis para reescribir la otra Historia que pueda eliminar la aporía de sus propios fines...

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## PRESENTACIÓN

UTOPIA Y PRAXIS LATINOAMERICANA. AÑO: 26, n.º extra interlocuciones 2, 2021, pp. 11-12  
REVISTA INTERNACIONAL DE FILOSOFÍA Y TEORÍA SOCIAL  
CESA-FCES-UNIVERSIDAD DEL ZULIA. MARACAIBO-VENEZUELA  
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### Acerca de la escolaridad a distancia y la deserción en Pandemia

Ismael CÁCERES-CORREA  
ismacaceres@outlook.com  
Universidad de Concepción, Chile

Como ha sido costumbre a lo largo de los números extra-interlocuciones plantearé una discusión acerca de una temática que considera debiese preocuparnos, en este caso insistamos en la educación en tiempos de pandemia enfocándonos en la educación primaria y secundaria. Podemos justificarnos con el hecho de que el año 2020 provocó una conmoción a escala planetaria por lo que se llega a comprender que los sistemas educativos no estuviesen preparados para afrontar la situación. La nueva modalidad telemática fue sorteada con distintas didácticas que incluyeron reuniones virtuales, uso de aplicaciones de mensajería instantánea, programas de t.v. y radio o por medio de guías que son cuestionarios físicos que las escuelas enviaban hasta las casas de los/as estudiantes. Esta situación se sostuvo medianamente en casos particulares, pero los datos gruesos indican que la escolaridad en su conjunto ha sido afectada.

Si consideramos cifras de la UNICEF en agosto de 2020 se estimada que una tercera parte de las personas en edad escolar no tuvieron acceso a la educación, es decir, que unos 463 millones de niños/as y jóvenes no estudiaron en dicho año<sup>1</sup>. Sin desmedro de lo preocupante de esta situación, es gravísimo constatar que a la región denominada América Latina y el Caribe solo afecta en un 9% el acceso a la educación a distancia (unos 13 millones). Es preocupante porque pareciera ser que esa cifra solo da cuenta de quienes estuvieron matriculados/as en las escuelas sin considerar si esas escuelas hicieron o no clases.

Región	Porcentaje mínimo de niños en edad escolar sin acceso a la educación a distancia (%)	Cifra mínima de niños en edad escolar sin acceso a la educación a distancia
África Oriental y Meridional	49%	67 millones
África Occidental y Central	48%	54 millones
Asia Oriental y el Pacífico	20%	80 millones
Oriente Medio y Norte de África	40%	37 millones
Asia Meridional	38%	147 millones
Europa Oriental y Asia Central	34%	25 millones
América Latina y el Caribe	9%	13 millones
Mundial	31%	463 millones

Fuente: UNICEF

Al respecto, la ONU en marzo de 2021 anunciaba que unos 198 millones de niños/as habían perdido un año de clases porque catorce países habían mantenido cerradas sus escuelas durante la mayor parte del año.

Según UNICEF, nueve de los 14 países donde la mayoría de escuelas permanecieron cerradas entre marzo de 2020 y febrero de 2021, se encuentran en la región de América Latina y el Caribe<sup>2</sup>.

<sup>1</sup> Véase el comunicado de prensa de la UNICEF en de 27 de agosto de 2020 en <https://www.unicef.org/es/comunicados-prensa/tercera-parte-ninos-no-tuvo-acceso-educacion-distancia-debido-covid19>

<sup>2</sup> <https://news.un.org/es/story/2021/03/1489032>



Asociado a esta situación de pandemia por Covid-19 también nos enfrentamos al problema de la deserción escolar que de por sí ya era un problema en las escuelas de la región. Para contextualizar consideremos las cifras de los ministerios de educación de algunos países. En el caso de Chile se proyectó que 81 mil escolares abandonarían el sistema escolar en 2021<sup>3</sup>, totalizando 264 mil personas excluidas de la educación lo que conlleva a problemas judiciales debido a que dicho país tiene obligatoriedad (marco legal) de cursar la educación primaria y secundaria. Del mismo modo, según datos del Minedu en Perú unos 230 mil estudiantes dejaron los estudios en 2020. Esto asociado principalmente a las consecuencias económicas que ha dejado la pandemia mundial. En el gráfico se recoge la información para nivel secundario<sup>4</sup>.



Fuente: Enaho. Elaboración: ComexPerú.

han insistido en que la solución al problema es el retorno a la presencialidad cuando esta sea posible, no obstante, la solución es absurdo y ridícula cuando los países se mantienen con cuarentenas permanentes.

El colapso de los sistemas sanitarios y el miedo provocado por la presencia de la muerte debe entenderse como consecuencia del uso político que ha tenido el problema real que está provocando la pandemia. Los Estados latinoamericanos, por ejemplo, han utilizado la situación para imponer Estados de excepción constitucional que en nada han evitado la propagación del virus al restringir toda movilidad a la población civil mientras a la misma población debe seguir trabajando todos los días en un mercado laboral amenazante e inseguro. Esta situación afecta también a estudiantes que se ven obligados a estudiar hacinados/as, con ruidos molestos o sin el acceso óptimo a las tecnologías para seguir las clases telemáticas; o directamente porque han tenido que aportar a sus hogares trabajando ya sea por escasez o por tragedias familiares.

Entonces ¿podemos decir que ya solucionamos el problema de la educación en tiempos de pandemia solo porque la mayor parte de los/as estudiantes en América Latina tienen acceso a internet? Desde luego que no, incluso puede sonar ridículo afirmar que la mayoría de los/as estudiantes tienen acceso a internet si el que poseen no les permiten mantenerse conectados a una transmisión de video. Del mismo modo, en los casos en los que sí se tienen a favor las tecnologías no se puede dejar de lado el factor humano en el que se ve afectada emocionalmente la persona por las más distintas situaciones que una pandemia de estas características está provocando. Considero que la solución no puede limitarse a se “pase” la clase, sino que debe considerarse el acompañamiento emocional y social de los/as estudiantes en este tiempo.

<sup>3</sup> Para hacerse una idea del panorama se puede consultar prensa en <https://www.latercera.com/nacional/noticia/mineduc-proyecta-que-pandemia-elevara-a-264-mil-los-alumnos-que-dejaran-el-colegio/OZXYIYEJPVFERBY3AJDTG6U4LE/>

<sup>4</sup> Véase <https://www.comexperu.org.pe/articulo/230000-estudiantes-dejaron-de-ir-al-colegio-en-2020>

<sup>5</sup> Véase el informe del PNUD México sobre desarrollo humano y covid-19 en <https://www.mx.undp.org/content/mexico/es/home/library/poverty/desarrollo-humano-y-covid-19-en-mexico-.html>



## ARTÍCULOS

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### Backbiting jurisprudence in the islamic law

*Jurisprudencia difamatoria en la ley islámica*

YAQDAN SAMI MUHAMMAD AL-JUBOURI

dr.yaqdanSame11@yahoo.com  
Babylon University, Iraq

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#### ABSTRACT

Backbiting is one of the dangerous illnesses in Islamic society, its law has prohibited and forbidden it in the legal texts mentioned in the Holy Qur'an and the noble Prophet's Sunnah. The opinions of the jurists are clear that backbiting is forbidden, as it is one of the fatal lessons in destroying and separating the Islamic community. The Islamic religion and its tolerant Sharia (law) call for respecting the human being, preserving his honor, and not wronging him by speaking among others and trying to diminish and reduce his own humanity features.

**Keywords:** Qur'an texts that forbid backbiting, narrations that forbid backbiting, opinions of jurists on backbiting.

#### RESUMEN

La difamación es una de las enfermedades peligrosas de la sociedad islámica, ya que su ley la ha prohibido en los textos legales mencionados en el Sagrado Corán y la Sunnah del noble Profeta. Las opiniones de los juristas son claras: la difamación está prohibida, ya que es una de las lesiones fatales en la destrucción y separación de la comunidad islámica. La religión islámica y su tolerante Sharia (ley) exigen respetar al ser humano, preservar su honor y no injurarlo hablando entre otros y tratando de disminuir y reducir sus propios rasgos de humanidad.

**Palabras clave:** Textos del Corán que prohíben las difamaciones, narraciones que prohíben las difamaciones, opiniones de juristas sobre las difamaciones.

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## INTRODUCTION

Praise be to God, the thankful ones. We praise him. We seek help and guidance from him, we seek refuge in him from the evils of ourselves and our deeds, that whoever is gifted by God, do not be misled, whoever is misled, he will not find a guide for him but Allah, I am witnessing that there is no god but Allah alone with no partner, in recognition of his lordship and to compel to those who deny him and disbelieve, also I am witnessing that our master Muhammad, may God's prayers and peace be upon him, the Messenger of God, the Master of creation and human beings, O Allah, bless our master Muhammad, his family, and companions, his descendants, as well as those who follow him with rightful until the Day of Judgment (Buchanan: 1927).

Oh God, we have no knowledge except what you have taught us, for you are the All-Knowing, the Wise, increase our knowledge, show us the right as a truth, provided us with its followers, show us falsehood as falsehood, and enabled us to avoid it. Make us among those who listen to the saying and follow the best of it; enter us with your mercy in your righteous servants.

The Islamic aspects are varied, mosques, books, conferences, lectures, satellite channels, but we do not touch what was in the first Islamic era from the morals of Islam anything (Rao: 2015, pp. 413-435), that Muslims kill each other, whether with the sword or with the tongue, they eat the meat of their brothers through fatal backbiting. Then where is the defect?

The importance of the topic (backbiting) comes as one of the most dangerous and widespread social topics of this era, which is the one who tears apart the union of Muslims, divides their inclusion, weakens them, makes Muslims within reach of their enemies, dominating them. It is a subject that most people think is of minor sins (Khan: 2015, p. 1) rather, it is a major sin. Also, I will work to lift the veil from texts and many narrations and relics that forbid the Muslim person to back away from his brother and to be exposed to him in the denial of all that befits him. Most Muslims apparently do not commit sins more often; murder, theft, fornication, except that they have fallen into what they think is minor, which is, in fact, a major sin, where it came from Jabir who said: I heard the Prophet, may God's prayers and peace be upon him, say that "Satan has been unable to be worshiped by worshippers in Jazirah but in agitation between them.

Satan wanted to tear their unity apart, to weaken their thorns, to make them torn, to split them, to make shares among them, for Muslims to work with one another, not to spread the truth, nor to support this great religion, it is a topic related to the tongue, as the research is organized into three topics, a conclusion, a list of sources and references that were approved by the research.

The first topic: - Quranic texts that forbid backbiting

Backbiting: an act of him that is both good and ugly.

The meaning of backbiting in the Islamic legal (Al-Jubouri & Haloob: 2020, pp. 1652-1672) term does not differ much from the linguistic meaning, as the meaning of backbiting in law is the remembrance of the believer in his absence, including what he hates from the descriptions in his creation or morals, or mentioning what is related to him from the people, clan, color, dress, profession, etc., among the matters for other people, which is considered a diminution of him, his affair and his position, that the backbiting is achieved by mentioning him by speech, writing, gesture, etc., such as publishing his voice, image, or documents which related to him.

Backbiting was defined as a warning in the event of the absence of a specific person or by his judgment of what he hates ascribing him to others, which is happening in him, as it is considered a deficiency according to custom, in word, sign, writing, exposition or statement. So I will address some Quranic texts that forbid backbiting.

First: In Surah Al-Hujurat-Aya 12, in the name of God, the Most Gracious, the Most Merciful (O you who have believed, avoid much [negative] assumption. Indeed, some assumption is sin. And do not spy or backbite each other. Would one of you like to eat the flesh of his brother when dead? You would detest it. And fear Allāh; indeed, Allāh is Accepting of repentance and Merciful.)

Al-Tusi (Al-Hasnawi & Al Hasnawi: 2021) said in his interpretation, for the Almighty said (And do not spy or backbite each other), so backbiting is the mention of the defect in the back of the unseen in a way that

prevents wisdom from it. As it is narrated in the news that if you mention the believer about what is in it that God hates, then you backbite him, and if you mentioned him of something that is not in it, then he has stunned him, also the Almighty said (Does one of you like to eat the flesh of his brother dead? You would detest it). What it means is that if someone was called to eat the flesh of his brother and he recovered himself, you hated him from the point of view of his character, then it is necessary if he is called to the defect of his brother and his self-health from the point of view of his mind, then he should hate him. Because the caller of the reason is more entitled to follow the one who calls to nature because the one who calls is blind and the one who calls the mind is discerning, both are in the quality of a counselor. This is one of the best indications of what he should avoid from speaking to the defect of his brother so that he himself recovered from the point of view of his mind, so he should hate him because the caller of reason or mind is more deserving to follow the one who calls for impression or nature because the caller of the impression is blind and the one who calls the mind is discerning, as both are in the quality of a counselor. This is one of the best indications of what should be avoided from speaking in the quality of a counselor, and this is one of the best evidence of what should be avoided from speaking)

Al-Shawkani (Al-Jubouri & Haloob: 2020, pp. 1652-1672) said: (This is a Qur'an prohibition about backbiting, with a similar statement that increases its severity and thickening, also inflicts on the souls of hatred and disdain for what is incapable of its destiny, because eating human flesh is one of the greatest things that the sons of Adam despise of his nature, even if he was an infidel or a fighting enemy, then how about if he was a brother in lineage or religion?! Thus the hatred is multiplied by that, the disdain increases, so how about if it is dead?! For the flesh that is unpleasant and permissible to eat becomes desecrated by death, not desired by nature, that the soul does not accept it, by this, it is known what is in this verse of exaggeration in the prohibition of backbiting, after the explicit prohibition of that)

On the authority of Muadh bin Jabal (Gülen: 2009) (may Allah be pleased with him) who said:

I was with the Prophet peace be upon him and his family in a journey then as we walked it became a day nearer to him then I said, O Messenger of Allah, tell me a work which sends me to heaven, keeping me away from the fire, he said: - Then he (peace and blessings of Allah be upon him) said, "Shall I not inform you of the head of the matter, its pillar, and its peak?" I said, "Yes, O Messenger of Allah." He (peace and blessings of Allah be upon him) said, "The head of the matter is Islam, its pillar is the prayer, and its peak is jihad." Then he (peace and blessings of Allah be upon him) said, "Shall I not tell you of the foundation of all of that?" I said, "Yes, O Messenger of Allah." So he took hold of his tongue and said, "Restrain this." I said, "O Prophet of Allah, will we be taken to account for what we say with it?" He (peace and blessings of Allah be upon him) said, "May your mother be bereaved of you, O Muadh! Is there anything that throws people into the Hellfire upon their faces — or: on their noses — except the harvests of their tongues?"

On the authority of Anas ibn Malik (Al-Jubouri & Haloob: 2020, pp. 1652-1672), who said: The Messenger of God, may God's prayers and peace be upon him and his family said:

(The faith of a servant is not straightforward until his heart is straightforward, as his heart is not straightforward until one of his tongues is straightforward, no one enters the heaven which is his neighbor doesn't have a safe from his tongue. What is said in the absence of the person, true worship is by applying the method of God in all its details.

The purpose of the matter, whether it is a physical or moral defect, in business or in the saying, but even in matters which related to it, such as clothing, home, husband, children, etc.

Based on this, what is said about the apparent characteristics of the other person is not considered backbiting unless it is intended to be slanderous and a defect, in this image, it is forbidden, as if it was said in the tending of the slander that so-and-so is blind, short stature, etc. Or otherwise, it becomes clear from this that mentioning hidden defects with any intention was considered backbiting. Mentioning the apparent defects, if it was with the intention of defamation or it was harm, then it is forbidden whether we included it in the concept of backbiting or not, all of this if these faults on the other side were real, but if they were not true at

all, then they fall under the heading of falsehood, that its sin is greater than backbiting with ranks, appearing on them such as sharpness and haste, then it is no.

Secondly: Almighty saying: (Woe to every (kind of) scandal-monger and-backbiter) Al-Humazaa/1

It was said in the interpretation of this text, on the authority of Mujahid and Qatada, that the humazaa: the stabber, and Al-Lumazaa: the one who eats people's flesh.

Ibn Abbas (Al-Jubouri & Haloob: 2020, pp. 1652-1672) (may God be pleased with him) said: (Humazaa lumazaa) those who are differentiating between loved ones, those who seek to repudiate the defect, its meaning is one of misfortune with gossip. Also, it was said (the humazaa) that blames you in the absence and (the muzaa) that defame you in the face.

Third: God Almighty said: - (Humaz Lumaz) Al-Qalam /11

It was said in the linguistic meaning: Lumaz: like a wink in the face, you spell it with your mouth with hiding words, a man lumazaa: blame you in your face, a man of humazaa: blames you in your absence; also Al-Zajjaj (Al-Jubouri & Haloob: 2020, pp. 1652-1672) said: Humaz lumaz that annoy people and turn them away

Ibn Abbas (Al-Jubouri & Haloob: 2020, pp. 1652-1672) (may God be pleased with him) said: (Humaz) means backbiting, on the authority of Qatada, it means he eats Muslim's flesh, that Humaz is like Lumaz who is as a critic, and the humza like it. It is said: man Humaza and the woman is Hamza also. As Humaza, he shuddered and hit him. Then it was said: Lumazaa is in the face, and the whisper is the back of the unseen.

The difference between Humaz and Lumaz.

The difference between the Humaz and lumaz. Al-Allamah Al-Tirihy, quoting from Al-Layth, as mentioned that he said: The Humaza is the one who blames you in your face, and the lumaz the one who blames you in the unseen, that it was said that Lumaz (the blame) is by the tongue, the eye, and the gesture, and the Hamz is only with a tongue.

And Abu Hilal Al-Askari (Al-Jubouri & Haloob: 2020, pp. 1652-1672) said regarding the difference between the humaz and the lumaz: Al-Mubarad said: Humaz is for a person who whispers an ugly saying from a place where he does not hear or to urge him on an ugly matter, that is to tempt him with it, as Lumaz is louder than the Humaz, in the Holy Qur'an, "the murmurs of the devils," he did not say Lumaz because the scheming of Satan is hidden.

Imam Al-Ghazali (Al-Jubouri & Haloob: 2020, pp. 1652-1672) said: The mentioning with the tongue is forbidden because in it the understanding of others is the deficiency in your brother, and the definition of what he hates, then exposing it is like declaring it, the doing it is like saying, pointing, nodding, winking, humming, writing, and movement, whatever the intended meaning is understood is included in backbiting, which it is forbidden.

It seems that the humaz is more powerful than the Lumaz; if the Humaz is in the face, then the Lumaz is in the absence of the Humaz is with uttering, then the Lumaz is by the gesture, and if the Humaz aims to rise in the ground, then Lumaz remains the corruption in it, the first is a sign of arrogance and compelling, while the second is a sign of deception and cheating, cutting the wombs, and stirring up sedition, Then Hamz person is defaming people by saying and gesturing both in their presence or in their absence

## **METHODOLOGY**

The backbiting continues to be compatible with the nature of the man. A person loves to delve into the faults of people, their shortcomings, their scandals, their bad; rather, and he has a social tendency to reveal the secret, the secret of this wife's divorce. Did she betray her husband, with whom? In any place? On what occasion? Something fun, a satanic pleasure, to delve into people's honors, to delve into their problems, to the cause of their differences, to the reason for their aggression against each other, something pleasant, compatible with nature, and contradicts the mandate. If a person continues to talk with others, he suddenly finds himself in a great sin, which is backbiting.



There are many narrations that forbid the backbiting, including:

First: - On the authority of Abu Huraira that the Messenger of God said: (The Messenger of God, may God's prayers and peace be upon him, said: " He said: "Do you know what backbiting? They said: God and His Messenger know best. He said: Mentioning your brother of what he hates. It was also said: If there is what you say, then you have backbit him, and if it is not in it, then it has lost its fading.)

Second: - The believer is disciplined in his words and deeds, the thing that is clear to the distinguished believer is that he controls his tongue, so whoever straightens his tongue, his body parts straighten, that whoever disobeys his tongue and goes into the honor of people, his prejudices and the sanctities of God are disobeyed, it has been proven that the Prophet, may God's prayers and peace be upon him, said: -

"A servant's faith is balanced only when his heart is directed to God, and his heart is directed to God only when his tongue is on the straight path. A man whose neighbor is not safe from his harmful conduct will not enter Heaven."

Third: On the authority of Al-Harith bin Hashaim (Al-Jubouri & Haloob: 2020, pp. 1652-1672), may God be pleased with him, that he said to the Messenger of God, may God bless him and grant him peace, tell me something to keep, the Messenger of God, may God's prayers and peace be upon him, said: "I own this, and he pointed to his tongue." Imam Al-Ghazali (Al-Jubouri & Haloob: 2020, pp. 1652-1672), may God Almighty have mercy on him, mentioned in revival more than twenty or thirty major sins by the tongue.

Fourth: It was narrated on the authority of Abu Hurairah (Al-Jubouri & Haloob: 2020, pp. 1652-1672) (may God be pleased with him) who said: The Messenger of God, may God's prayers and peace be upon him, said (Every Muslim for a Muslim is forbidden, his blood, honor, and money).

Backbiting is to say something to him that he does not contain. This is the definition of backbiting by the Prophet, peace be upon him: Mentioning your brother of what he hates, to mention him of what he hates in his body, to say: short for example. Or about his religion, you may doubt his religion, or his worldly, or himself, or his character, or his money, God knows best where did he acquire it? Do you have evidence? Did you see with your own eyes that he had pocketed? Or in his money, or in his son, or in his wife, or his father, or in his clothes, or in his gait, or in his frowns, or in his divorce, or other things which related to him, all of these topics are topics of backbiting, so let's move away from it. Backbiting is one of the greatest sins. Backbiting tears apart Muslims, divide their group, disperses their unity, creates a rift between them. They become at odds against hatred and enmity.

To indicate with your eyes, or your hand, or your head, a hint or a statement, all of this is from backbiting.

In the body, it says: He is lame, this is bleaker, and this is short, and so and so is long, and this is very brown, this is backbiting of the body.

In religion, it says: He is immoral, his income is not legitimate, a liar, unjust, negligent in the prayers, without evidence of course, that if there is evidence and there is no point in mentioning this, then it is backbiting. As for there are topics of the jurists that they have defined, for example, someone asked you about marriage, knowing him that he does not pray, and drinks alcohol, you must tell the truth. On the issue of partnership, on the issue of buying a house, as the house has its basis collapsed, and there is an order to evacuate it, that you know this with certainty, a person asked you advice to buy this house, no. There is no backbiting in this.

A human is a creator who spreads delusions, spreads heresies, deviates from the essence of religion, creates beliefs that God has revealed in them authority; this innovator has no backbiting, there are precise conditions, but people have expanded unreasonably, rightly, and unjustly, according to and without necessity, with interest and without benefit.

Fifth: - On the authority of Ibn Umar, may God be pleased with him, who said: The Messenger of God, may God's prayers and peace be upon him, said: (Whoever says about a believer that which is not in him, God will dwell him and not mercy him, until he comes out of what he said. "Also he (may God's prayers and

peace be upon him and his family) was asked about the meaning of "Radga al-Khubal." He said: It is the juice of the people of Hell, and it is what comes out of their bodies from pus and purulence.

Backbiting is one of the worst sins that people commit while they do not feel; In their gatherings, on their travels, in their meetings, in their banquets, in their weddings, and in their sorrows, as long as this tongue eats away at people's honors, it is a reality of great backbiting, and backbiting as you know is as a major sin.

Sixth: On the authority of Abu Hudhaifa (Al-Jubouri & Haloob: 2020, pp. 1652-1672), on the authority of Aisha (Al-Jubouri & Haloob: 2020, pp. 1652-1672), she said: I said to the Prophet, may God's prayers and peace be upon him: It is enough for you in Safiyah that she is such and such meaning that she was short-statured. He replied; You have said a word which would change the sea if it were mixed in it. She said: I imitated a man before him (out of disgrace). He said: I do not like that I imitate anyone even if I should get such and such.

In seawater, this is the words of the Prophet; peace and blessings be upon him. Also, Imam Al-Hassan, peace be upon him, said: "mentioning parties is by three; backbiting, falsehood and dissolution, and each in the Book of God Almighty." So backbiting is to say what is in him, the falsehood is that you say what is not in him, and the deception is that you say what you have reported about him, mentioning the others three, backbiting, falsehood, and redeeming, and Ibn Abbas said: If you want to mention the faults of your friend, then remember your faults.

On the authority of Abu Sa'id al-Khudri (Al-Jubouri & Haloob: 2020, pp. 1652-1672), he said: He said, may peace and blessings be upon him: (If the son of Adam becomes in morning, then all the organs disbelieve the tongue. Then they say: have a fear of God in us, for we are in you, that if you straighten, we will straighten, and if you curl, we will bend.)

Seventh: - On the authority of Abu Hurairah (Al-Jubouri & Haloob: 2020, pp. 1652-1672) - may God be pleased with him - that the Messenger of God, may God's prayers and peace be upon him, said: Messenger of Allah said, "Do you know who is the bankrupt?" They said: "The bankrupt among us is one who has neither money with him nor any property." He said, "The real bankrupt of my Ummah (nation) would be he who would come on the Day of Resurrection with Salat(pray), Saum(fasting) and Sadaqah (charity), (but he will find himself bankrupt on that day as he will have exhausted the good deeds) because he reviled others, brought calumny against others, unlawfully devoured the wealth of others, shed the blood of others and beat others; so his good deeds would be credited to the account of those (who suffered at his hand). If his good deeds fall short of clearing the account, their sins would be entered in his account, and he would be thrown in the (Hell) Fire".

We have to imagine this situation, the opponents surround him from everywhere, so this one takes his hand, and this captures his forelock, while this related to his shoulders, and this says he wronged me, another says insulted me, someone says he insulted me, others say he came to me and offended my neighborhood, this says he cheated me, someone says he lied to me ... all the opponents, all those who have been wronged and transgressed against them in this life surround him, then he is confused by their abundance and their attachment to him, as he has weakened from getting rid of them and their resistance, he has no strength and power, so he extends the neck of hope to his Lord, perhaps he will save him from them, but he knocks the call of the mighty. In Surat Ghafir aya17, "This Day shall every person be recompensed for what he earned. This Day no injustice (shall be done to anybody). Truly, Allah is Swift in the reckoning."

Eighth: - On the authority of Aisha (Al-Jubouri & Haloob: 2020, pp. 1652-1672) (may God bless her), she said: (Do not backbite any one of you, because I told a woman while I was with the Messenger of God, may God bless him and grant him peace, that this is a long tail, he said, may blessings and peace be upon him: spit, spit what is in your mouth, in her mouth is a piece of meat, so she spat it. He said as if you ate dead flesh, would one of you like to eat the flesh of his dead brother? You hated him.

On the authority of Abdullah bin Masoud (Al-Jubouri & Haloob: 2020, pp. 1652-1672), may God be pleased with him, he said: We were sitting with the Prophet, may God's prayers and peace be upon him, that a man stood up, and a man fell after him, the Messenger of God, may God's prayers and peace be upon him,

said: "Takhahal," the man said: O Messenger of God, what is "Takhahal" did I eat flesh? He said, "You ate your brother's flesh."

Ninth: - On the authority of the Prophet (may God bless him and his family and grant them peace) in a will he had for Abu Dharr.

Abu Dharr (Al-Jubouri & Haloob: 2020, pp. 1652-1672) said: "O Messenger of Allah, what if that which is mentioned of him should actually be in him?" He (SAWAS) replied: "Know that when you mention that which is in him, you have committed is gheebah, and when you mention that which is not in him, then you have slandered him (bahattah)."

O Abu Dharr, be away from backbiting, for backbiting is worse than fornication, I said: And why that, O Messenger of Allah? He said: "Because a man commits adultery, and he repents to God, then God repents for him, while backbiting is not forgiven until his companion forgives it. O Abu Dharr: "Cursing a Muslim is fornication, fighting him is disbelief, consuming his flesh is a great sin, the sanctity of his wealth like the sanctity of his blood." I said, "O Messenger of Allah, what is gheebah(backbiting)?" He replied: "It is to mention about your brother that which he detests."

Backbiting is not confined to the tongue, so mentioning with the tongue is forbidden, but there is exposure, there is the statement, there is the saying, there is the indication, sometimes by raising the eyes, sometimes with a movement that you intend, if one refers to the other as miserly, he has backbitten, sometimes with the head, sometimes by raising the eyes, sometimes with a movement that you intend, all this for God is backbiting, statement, saying, winking, moving two lips, all of this falls under backbiting.

Tenth: - On the authority of Imam Al-Sadiq (Al-Jubouri & Haloob: 2020, pp. 1652-1672), peace be upon him, that the Messenger of God, may God's prayers and peace be upon him and his family, said: -

...Whoever backbiting a Muslim, his fast is nullified, and his ablution is invalidated. On the Day of Resurrection came the one who smelled the stink of the carcass and would be offended by the people of the situation. If he dies before he repents, that if he dies before he repents, he will die unfaithful.

As in the will of the Prophet (may God's prayers and peace be upon him and his family) to Ali (peace be upon him): "O Ali, whoever was backbitten in front of his Muslim brother with him, that he is able to support him and he does not support him, may God fail him in this world and the hereafter.

In a will to him (may God's prayers and peace be upon him and his family) to Abu Dharr, he said: (O Abu Dharr, whoever repels from his brother the believer, backbiting, it is a right that God should set him free from fire, O Abu Dharr, whoever his brother has backbitten the believer, and he can support him, then he supported him he will be the victorious one. Meanwhile, if he fails him and he can help him, God may let him down in this world and the hereafter)

On the authority of Nouf Al-Bakali (Al-Jubouri & Haloob: 2020, pp. 1652-1672), he said: The prince of the believers, peace be upon him, came and said. I said enrich me, (You avoid backbiting, for that it perpetuated fire dogs, then he said: O Nouf, the one who claims that he was born permissible has lied when he eats people's meat by backbiting)

## **RESULTS**

There is backbiting in writing and drawing, there are drawings that give rise to laughter, sometimes there are writings that give rise to laughter, as the pen is one of the two tongues, the pen is writing or drawing which is one of the tools of backbiting, but sometimes a person has to correct people's faults, so what should he do? He imitates the Prophet, peace, and blessings are upon him, he used to pray, and peace be upon him to ascend the pulpit and say: "What is wrong with people doing such-and-such" that who did this is one, then why he didn't say, "What is wrong with people doing such and such? This is a nice indication without appointing, without naming, he did not disclose but mentioned an objective defect pervasive in society, so this was one of the methods of the Prophet, peace be upon him, in reforming society.

Muadh bin Jabal (Gülen: 2009) - may God be pleased with him - said: A man was mentioned in front of the Messenger of God - may God's prayers and peace be upon him and his family - as they said: he is unable to do so! He said - may God bless him and his family and grant them peace -: "You backbite your brother." They said: O Messenger of God, and we said what is in him? He said: "If you say that which is in him, you backbite him; if you say that which is not in him, you will be mistaken.

There are people who backbite people in a manner that has no objection. Sometimes a person is mentioned, do not speak a word. You say: Praise be to God who has spared me from miserliness when someone is mentioned, you praise God for your relief from miserliness, meaning that is miserly, this is a color of backbiting, another way, you mention a certain person in front of his opponents and praise him with what he does not provoke them, then they blame you, and that you must mention his faults and shortcomings, you say: Unreasonable, there is no power but the power of God, is this a reality? He says: reality and more, what did he do? Remind me? You did not do anything. You raised the issue and provoked his opponents. You mentioned him and provoked his opponents, and you mentioned that he is fine and he is not well, then they attacked him with their words slandering and censuring, you are the one who influenced this and made them speak unwanted words about this person.

There are people who are very skilled at imitation, and this is a request. In every assembly, they imitate some people. People laugh to an unreasonable degree as if they are deluding themselves with this goodness, entering into the hearts of these people with pleasure by imitating others; this is also forbidden. So Backbiting is not by the tongue, for ... it was mentioned in the news that the listener said one of the backbitten people ... Also it came from the prince of the believers, peace be upon him, the one who listens to the backbiting is like one of them.

There are resources in which backbiting is permissible. The scholars have mentioned, including backbiting of the oppressor, seeking help in lifting evil, returning sins to reform, from it also like advice from the counselor in getting married and depositing trust, likewise, the witness, the mufti, and the judge was wounded, if he was asked about them, he might mention what he knows about the injustice and eligibility for fatwas and the judiciary, the immoral or openly committed doing something that is not backbiting with regard to that special work.

Some scholars said that there is no backbiting in religion because he criticized what God Almighty had criticized, so mentioning him with sins and criticizing it in them permissible, based on what was narrated that the Messenger (PBUH) made a woman was mentioned to him and increased her prayer and fasting, but she performed her neighbors with her tongue, that he said: (There is no good in her, she is in Hell), also a woman was mentioned in front of him about another one with something more miserly, then He said there is no good at her

Al-Nawawi (As-Samarra'i: 2019, pp. 216-228) said: (Know that backbiting is permitted for a valid as a legitimate purpose, which can only be reached by it, which it is six points:

The first: the grievance, so the oppressed person may submit a grievance to the Sultan, the judge, and others who have a mandate or ability to do justice to him from his oppressor, as he says: someone oppressed me.

The second: seeking help to change the evil and return the sins to what is right, so he says to those who hope that he will be able to remove the evil: someone does such-and-such, then rebuke him on his behalf.

The third: the referendum. He says: To the Mufti: My father, my brother, my husband have oppressed me, or someone by something.

Fourth: Warning and advice to Muslims against evil.

Fifth: the person is openly public about his immorality or heresy, such as openly drinking alcohol, confiscating people, taking licks, and others

Sixth: Definition, If a person is known by the title Al-A'amash, the lame and the deaf, the blind, and the squalid, and others, it is permissible to introduce them to that.

The scholars differed on a topic. If the person is in front of you, as you mention him badly, is this part of backbiting? Most probably, it is not backbiting, but it is as an insult, mentioning a person with evil in front of you, this is not backbiting, but it is disobedient at its level, that it is a cursing of slander against people in their absence, such as adultery with them in their presence, in their presence, we are as hypocritical to them, in their absence we eat their honors backbiting, this is the matter of the weak people .. cowards, in their presence they praise them, in their absence, they backbite them, as this case is spread in most of our Islamic societies, as it is an inappropriate characteristic in society that must be avoided and annihilated it.

When it was proven on the authority of the Prophet, may God bless him and grant him peace, as he saw a people with copper nails clawing their faces and chests on a night with which they were clawed, so he asked about them, then he was told: "Those who eat people's flesh, trying to fall their honor."

The Glory is to Him has said, "O you who have believed, avoid much [negative] assumption. Indeed, some assumption is sin. And do not spy or backbite each other. Would one of you like to eat the flesh of his brother when dead? You would detest it. And fear Allāh; indeed, Allāh is Accepting of repentance and Merciful." al-Hujurat /12

So it is obligatory for every Muslim man and woman to beware from backbiting, recommending for giving up from it, as an obedience to God, may He be glorified and His Messenger, may God bless him and grant him peace, that the Muslim's keenness to cover his brothers and not to show their shames, because backbiting is one of the causes of hostility, enmity, and social separation.

## **DISCUSSION**

Backbiting according to the mandatory verdicts is forbidden; there is an obligation, there is a confirmed Sunnah, an uncertain Sunnah, it is desirable and permissible. Also, there is disliked, as it is forbidden by the Qur'an, Sunnah, and consensus, that the evidence for the forbidden is vast, so the scholars are unanimously agreed that it is a major sin. Muslims who are not students of knowledge think that the major sins are adultery, murder, theft, but backbiting is also among the major sins because they disintegrate society, weakening its cohesion, weaken its unity, creates enmity and hatred among people in one society. What we see clearly is that most of the Islamic community councils are backbiting councils and more than that. Backbiting is like the fruit of the councils, wherever it is and at the highest levels of society, even the educated ones.

Any Muslim council can be a piece of paradise by the mentioning of God, mentioning Qur'anic verses, mentioning his formative verses, mentioning the morals of the Prophet (PBUH), his characteristics, the attitudes of his companions' honor (may God pleased them) as well as the biography of his family, may peace and blessings be upon them, mentioning the wisdom of the Sharia as well as thousands of topics, thousands of occasions that make councils a piece of heaven while you cannot feel.

On the authority of Abu Hurayra (Speight: 2000, pp. 265-271), he said, the Messenger of God, may God's prayers and peace be upon him, said: "No people get together in a house of the houses of Allah (i.e., a mosque), reciting the Book of Allah, and learning it together among themselves, but calmness (sakinah) comes down to them, (Divine) mercy covers them (from above), and the angels surround them, and Allah makes a mention of them among those who are with Him."

Someone might say: This backbiting is widespread in large size, rather it is as a general affliction, people are all as well? So we say: The spread of this sin and its general nature to people does not eliminate it as a major, so great sin is great, whether it is greater or less, narrowed or expanded, smaller or larger. Muslim scholars are agreed and unanimously agreed that the insistence on backbiting makes it one of the greatest sins.

The scholars said there is disbelief without blasphemy, as well as there is backbiting without backbiting. You may criticize a house that it is small, or this color is not appropriate, this is from backbiting, but it is much lesser than criticizing without evidence someone who benefits people with it than to stab a person whom people benefit most, as this is very big backbiting. Also, they may exceed the limit of people in backbiting,

reaching their honor, a breaching of their social reputation, that this falsehood is like itself and reality, injustice is his, which it is the falsehood that the Messenger (PBUH) forbade.

That is, to speak with what you do not know, to distribute accusations without evidence, without benefit, without obligation, this is one of the most severe types of backbiting, as if there is disbelief without disbelief there is backbiting without backbiting, to criticize a color for paint or a type of cloth, this embarrasses the owner, how did you buy it in this, not the good color? This is backbiting, as for you to criticize a person who benefits people without evidence, just because you want to destroy others to stand on their body parts, this is an attribute of some people, building his glory on the ruins of people, He alone is perfect, and everything else is deficient, any person is mentioned in front of him he may stab him, stigmatizes his religion, ridicule his morals, doubts his intentions, makes him in the eyes of the people as a notorious person.

Everything belonging to a Muslim is inviolable for a Muslim; his honor, his blood, and property.

The honor, as the general public understands, is related to the chastity of the woman. No, the show in a person is the subject of praise and slander in it, for a man has an honor, his honor is his reputation, if you slander his honor, you stab his reputation, then you backbite him, so every Muslim is forbidden to a Muslim whose blood, money and honor are forbidden for him. Everyone who treated people and did not oppress them, talked to them and did not deny them, promising them without letting them, for he is one of those who have fulfilled his decency, his justice appeared, his brotherhood is obligated, his backbiting is forbidden, a person who prevailed over his righteousness and covering, that is, his belief is sound, what is known that he didn't eat forbidden money, didn't do great sin, this Muslim is predominantly righteous and covering, so he is forbidden to backbite him.:

Forbidding gossip and falsehood:

On the authority of Abu Huraira (Speight: 2000, pp. 265-271) he said: The Messenger of Allah (PBUH) said:

"Avoid jealousy between yourselves, do not outbid one another (with a view to raising the price), do not harbor hatred against one another, do not bear enmity against one another, one of you should not enter into a transaction when the other has already entered into it, and be fellow brothers and slaves of Allah. A Muslim is a Muslim's brother. He does not wrong, desert, or despise him. Piety is found here (pointing three times to his chest). Despising his Muslim brother is enough evil for any man to do. Every Muslim's blood, property, and honor are unlawful to be violated by another Muslim."

This hadith included many verdicts and great benefits for achieving the noble Islamic goal and protecting it from all missteps and defects so that Islamic brotherhood becomes a clear truth, not just words that people are calling.

Ibn Hajar al-Haythami (Kister: 1994, pp. 84-127), may God have mercy on him, said it is a very useful hadith.

Also, the Messenger of God (may God's prayers and peace be upon him and his family) said: "Avoid suspicion, for suspicion, is the falsest form of talk."

The intention is not to leave the work with the assumption that the judgments are most often attached to it, but rather the intention is to let the thought be fulfilled as a result of which the opinion is harmful to what falls in the heart without evidence, that is because the first suspicions are as risks that cannot be pushed, what he cannot do is not required of.

(do not spy): Spying means: following people's private parts while they are in their privacy. On the authority of Abu Hurairah (Al-Jubouri & Haloob: 2020, pp. 1652-1672), he said: The Messenger of Allah may God's prayers and peace be upon him, and his family said: "A sign of man's good observance of Islam (his piety) is to keep away from that which does not concern him."

On the authority of Sa'id ibn Zayd (Hamidullah: 1959, pp. 231-240) on the authority of the Prophet, may God bless him and grant him peace, he said: "The most prevalent kind of usury is going to lengths in talking

unjustly against a Muslim's honor." That is, to speak about his honor, as this is backbiting.

To insult him without justification, to no benefit, out of love for destroying others and standing on their rubble, this is the matter of the fools, like the hypocrites. As for immorality, he always searches for flaws, searches for deficiencies, grows them up, spreads them out, as he is comfortable with them.

On the authority of the Imam Al-Sadiq (Al-Jubouri & Haloob: 2020, pp. 1652-1672), peace be upon him, he said: Whoever narrates about a believer a narration in which he wants his bad and demolishes his reputation for falling him from the eyes of the people, God will remove him from his state to the guardianship of Satan, then Satan will not accept him.

Some of the Imamate jurists went on to say that the backbiting of every Muslim is forbidden, as this was adopted by al-Ardebili the investigator, Sheikh Nasser Makarem Al-Shirazi, as well as saying Muhammad Hussein Fadlallah, it is obligatory in it - if there is no legitimate reason - Mr. Al-Kalbaykani, who is attributed to the second martyr and the investigator al-Khorasani as well (Al-Jubouri & Haloob: 2020, pp. 1652-1672). The second martyr says:

Among the harmful types of backbiting is the backbiting of those who have understanding and knowledge of hypocrites, for they understand what is meant by the character of the people of righteousness and piety, in order to show themselves self-control over backbiting, as they understand the intended and they do not know through their ignorance that they combined the two outrages which are hypocrisy and backbiting, that this is like when a person is mentioned with him and says Praise be to God who has not cursed us with love of leadership or love of the world or adapting to "someone" manner, Or he says: We seek refuge in God from lack of modesty or bad luck, or we ask God to protect us from such-and-such, but merely praise for something if he knows of the narrator's attribute of what contradicts him, then he backs him with the wording of the supplication with the character of the righteous, rather, his intention is to mention his defect by a variation of speech that includes backbiting and hypocrisy, claiming of salvation from vices, which is the title of falling into them, but rather the most outrageous. He was negligent in acts of worship, but he became lukewarm and afflicted with what afflicts us all, which is a lack of patience, so he mentions himself of slander, as he is intended that he defame others, that he praises himself by imitating the righteous in blaming themselves, so that he is a repugnant hypocritical, approving himself, combining three immoralities, thinking that, with his unknowing, that he is one of the righteous who are forgiving from backbiting. This is how Satan plays with the people of ignorance if they work in knowledge and work without mastering the path, so he follows them and frustrates with his schemes their work, laughs at them, and mocks them.

Mentioning a person's defect by a person, so that some of the attendees do not pay attention to him, so he says: Glory be to God, what a strange is he until the heedless listens to the slanderer and knows what he is saying, then God glory be to Him, uses his name as a machine in the investigation of his malice and voidness while he blesses God by mentioning Him by his ignorance and arrogance.

To say that such-and-such happened by someone and he is afflicted by such-and-such. Rather, he says such-and-such happened to our friend, may God forgive him and us, the supplication appears for him, suffering, friendship, and companionship, but God is aware of the evil of his intention and the corruption of his conscience, he does not know that, through his unknowing, he has been subjected to greater abhorrence than that which is exposed to unknowing people if they were openly talking about backbiting.

Listening to backbiting by way of exclamation, as for him only appears that the exclamation increases the activity of the backbiter in backbiting, increases it, so it is as if he extracts backbiting from him in this way and says: I was amazed at what you mentioned. I did not know about this until now. I did not know from you about him so, so he wants to believe the backbiter, calling more from him with kindness and believing it as it is backbiting, but listening to it, but silence when hearing it. Al-Qurtubi (Ibrahim et al., 2017, pp. 167-174) said: "There is no dispute that backbiting is a major and great sin, that whoever backbites someone has to repent to God Almighty.

Al-Qarafi (Murad: 2004) said: "Backbiting is forbidden because it corrupts the honors.

Al- Shafi'i (Amin: 2014) said: "If backbiting is among the scholars and bearers of the Noble Qur'an, then it is the greatest.

The jurists 'permitted the backbiting of loudspeakers for his debauchery or his heresy, such as loudspeakers, by drinking alcohol, confiscation of people; taking the max; Unjustly collecting money; assuming false matters, as they said: It is permissible to mention him of what he says overt which it is forbidden to mention it of other faults unless it is permissible for another reason.

Al-Maliki (Zulhuda & Mohamed: 2015, pp. 169-182) detailed the saying: "When the aforementioned, there is no sin in deserting the innovator and the one who professes sins, he stated that their backbiting is not forbidden by saying; There is no forbidden backbiting in these two that may be abandoned, namely: the innovator and the one who professes with his sins in mentioning their condition, so it is permissible to mention them with a statement of their case by saying about the innovator because his belief is invalid because of his contradiction with the Sunnis or someone who is isolated. In the case of the one who professes sins as he insists and doesn't care about the others, that the backbiting of these two is not permissible unless the heretic is open about his innovation, just as the adulterer is open about his sins, so it is permissible to mention each of what he professes, forbidding to mention him with other faults, unless his permissibility has another aspect.

## **CONCLUSION**

Praise be to God who bestowed, honored, and gave, also blessings and peace be upon our Prophet Muhammad the One, upon his household people and his good and righteous companions and whoever walks and follows his Sunnah and traces it to the Day of Judgment. After the conclusion of this study, it is my pleasure for me to send praise and gratitude to the Almighty, his great authority for his success, and his assistance to me in completing this research, as I ask him, the Almighty, for his bounty and success for what he loves and satisfies.

Whoever wants to purify himself first and his page must monitor his tongue. Because as the One, may God bless him and grant him peace, said: "Is there anything that throws people into the Hellfire upon their faces — or: on their noses — except the harvests of their tongues?" It was also said: "Man is hidden under the fold of his tongue, not under his scarf. Those with insights and those who hope to meet God must see the punishment of this sin and its dire consequences that it leaves on the individual and society, so not stopping the tongue and being exposed to people through backbiting and gossip exposes a person to bankruptcy on the Day of Resurrection. Because backbiting is eating good deeds as fire consumes firewood which is mentioned by sacred texts and narrations from the Messenger (PBUH), also backbiting is leading to the destruction of society.

Finally, we ask God to guide us and give us good thinking about people, to guide us to get rid of our evil selves, for he is the guardian of success.



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## **BIODATA**

**Yaqdan Sami Muhammad Al-Jubouri:** Prof. Dr. Babylon University / College of Islamic Sciences / Department of Jurisprudence and its Foundations. dr. yaqdanSame11@yahoo.com

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# Determinants of the use of financial technology (Fintech) in Generation Y

*Factores determinantes del uso de tecnología financiera (Fintech) en la Generación Y*

T. PHIMOLSATHIEN

<https://orcid.org/0000-0003-3520-0216>

[thepparat@hotmail.com](mailto:thepparat@hotmail.com)

King Mongkut's Institute of Technology Ladkrabang, Thailand

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### ABSTRACT

The purpose of this research is to study the level of behavior of the use of financial technology (Fintech) and the factors that influence Generation Y behavior with a diploma lower or equal to high school. The results of the qualitative study found that the approaches to promote the use of technology for Generation Y financial transactions, include educating the user in order to promote the use of technology.

**Keywords:** Financial technology (Fintech), Technology use behavior, generation Y, high school diploma.

### RESUMEN

El propósito de esta investigación es estudiar el nivel de comportamiento del uso de la tecnología financiera (Fintech) y los factores que inciden en la Generación Y con diploma inferior o igual a secundaria. Los resultados del estudio cualitativo encontraron que los enfoques para promover el uso de tecnología para las transacciones financieras de la Generación Y incluyen educar al usuario con el fin de promover el uso de la tecnología.

**Palabras clave:** Tecnología financiera (Fintech), comportamiento en el uso de tecnología, generación Y, diploma de escuela secundaria.

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## INTRODUCTION

Cashless Society is a new phenomenon in the economy of the developing world. Due to the advancement in technology and financial innovations, financial technology or Fintech is the technology or innovation applied to financial transactions in various forms to meet the needs of people. According to the UK Trade & Investment: Landscaping UK Fintech report (2019), two types of financial transaction technology can be categorized: traditional fintech, which is a technology model that large technology businesses have facilitate and support technology in the financial sector. The second one is called an emergent Fintech, a business or entrepreneur group that creates new financial innovations by using technology to reduce or eliminate traditional financial intermediaries. As mentioned above, financial technology tends to greatly influence the financial patterns and behavior of people today. Financial institutions, therefore, is necessary to transform into a new financial model in the digital age to be in line with the changing behavior of consumer (Hadad: 2017). In this way, financial technology can be compared as research and product development centers that have taken the needs of the customer as a demand. In the creation of new financial products for the market, it is an important factor to drive the development of financial and investment services to promote convenience, speed, safety, and more efficiency. Moreover, financial institutions need to adapt and use new technology to respond to the financial behavior of people in the digital age (Patwardhan: 2018) promptly. Under the situation of financial technology in Thailand, people in Thailand have been seen, aware, and alert to the changing environment both domestically and internationally. Currently, the number of companies operating in financial technology had increased to more than 100 companies when it was only 40 companies in 2016. At the same time, the Bank of Thailand has given importance to financial technology by enacting new laws and aiming to bring new technology to support and promote the development of a variety of financial innovations, including the creation of an ecosystem that facilitates the application of technology to develop financial services in a multi-dimensional way (Chishti & Barberis: 2016; Kagan: 2020, pp. 2020-2025). This includes, first, supporting financial innovation through the regulatory sandbox mechanism that allows financial service providers, both financial institutions and non-financial institutions be able to develop services with modern technology and provide faster services. This was started with a test for limited service and area to control the risk and able to monitor and evaluate the impact closely before releasing for wider service. The second is to promote cooperation in financial innovation in particular basic infrastructure in order to support the rapid development of future services, and the third is to promote knowledge of financial technology and transactions with the related parties, including financial institutions, government agencies, and business sectors through various activities. This change in behavior and attitudes of consumers in financial technology has resulted in various financial services that facilitate and respond to the lives of modern people who can make financial transactions anywhere, anytime, fast, and conveniently via various electronic devices which this tendency tends to increase continuously (Rogers: 2003; Wentzel, et al.: 2013, pp. 659-673).

Statistically speaking, this research found that Thai people have been increasingly using digital financial services. In each age range, education level, working group characteristics, the behavior of using financial services are different, especially in the form of financial transactions, especially in generation Y or the age range from 19 to 36 years of age, which has been growing up with the advancement of information technology (Venkatesh et al.: 2003, pp. 425-478). This research survey's result found Gen Y use the internet was at an average of 10 hours 22 minutes on a weekday and 11 hours 52 minutes on weekend and holiday (Morgan et al.: 2019; Pazarbasioglu et al.: 2020; Venkatesh et al.: 2003, pp. 425-478). Generation Y also actives in financial activities through internet usage more than other generations through making a payment for goods and services, acquire information about stocks or investments. They also subscribe and apply for financial services applications such as internet banking, mobile banking, insurance inquiry more than other generations (Wang et al.: 2003; Yu: 2012, pp. 100-104). The behavior of Generation Y reflects from the growth and embracing technology advancement and introduction of new financial forms, which makes generation Y is different from the other generation. They also have a better understanding and preventive mindset of information infringement than other age groups as well (Varga: 2017, pp. 22-32).

The objective of this research is to, first, study the level of behavior in using financial technology (Fintech) of Generation Y with lower or equal to secondary education level, second, to study the factors that affect the

behavior of using financial technology of Generation Y with lower or equal to secondary education level and, third, to propose guidelines for the promotion of the use of financial technology (Fintech) of Generation Y with lower or equal to secondary education level. The research results will be new information for business operators and the related government agencies in charge of financial technology (Fintech) to understand the behavior of people in generation Y in using financial technology in order to improve or change the rules and regulations to benefit the financial industry and the country to be able to compete regionally and internationally (Abad-Segura et al.: 2020, pp. 940-951; Bishop & Wackler: 2017).

## **METHODOLOGY**

The researcher used mixed research methodology, including quantitative and qualitative research, which has the following details:

The population of this research was Thai people with a lower or equal to secondary education as part of generation Y who are between the ages of 19 - 36 years in all six regions. A total of 400 samples in each of the six provinces with a total of 2,400 people. The areas used in this study are six provinces representing six regions, namely Chiang Mai province that represents the north, Udon Thani province that represents the northeast region, Bangkok that represents the central region, Kanchanaburi that represents the western region, Chonburi province that represents the eastern region, and Surat Thani province that represents the southern region. In this regard, data collection will use multi-stage sampling to specify the area, voluntary selection, and snowball selection. The tools used in the quantitative research method are questionnaires, with content validation (Validity) by finding the IOC (Index of Consistency) having a value between 0.66 - 1.00, which is considered to pass the criteria. After the questionnaires were revised according to the recommendations of experts, then they were taken to test the reliability by using the questionnaire to try out with 30 people with a bachelor's degree or higher, which is similar to the sample in the research and then test the reliability at the alpha value of 0.97 and every item has the reliability in every standard criterion. As a result, this questionnaire was then used as a research tool. The researcher analyzed the data using descriptive statistical methods. Data were analyzed using t-test and One-way ANOVA (F-test) and step by step multiple regression analysis (Killins: 2017, pp. 1-12).

The researcher also used qualitative research methods. This research interviewed seven key informants with the purposive selection method to select key informants for qualitative research. There are criteria for the selection of experts or representatives of agencies who work in the fields of financial technology (Fintech), including from the Securities and Exchange Commission, the Bank of Thailand, the Office of Insurance Commission, the Stock Exchange of Thailand, the National Innovation Agency, and Financial Technology Club of Thailand. The interview form was used as a tool for data collection by examining the content validity, content analysis, and classification obtained from interviews. The results of the data and information analysis will be used as a guideline to promote the use of financial technology of Generation Y with lower or equal to secondary diploma (Abad-Segura et al.: 2020; Ernst: 2014; Firmansyah & Anwar: 2019, pp. 52-58).

## **RESULTS**

The sample of this survey consisted of 2,414 people. The research found that most of the sample groups are female, with 1630 people representing 67.50%. Males with 784 accounting for 32.50%. It was found that the main benefit of using the internet was in support of education, for example, searching the information which consists of 1364 people or 56.50%. Respondents lived in the central region or 409 people accounting for 16.90%, followed by the sample group living in the southern region with 402 people accounting for 16.70%, the northeastern region was 402 people accounting for 16.70%, the western region was 401 people, accounting for 16.60%, the eastern region has 400 people, accounting for 16.60%, and the northern region is 400 people, accounting for 16.60%, respectively.

When considering each category, it was found that five issues with the highest level of knowledge were 1.) Prompt Pay and inter-bank transfer system do not charge an online money transfer fee, and they were developed from emergent financial technology. They had a high level of knowledge and understanding ( $\bar{x} = 3.66$ ,  $SD = .945$ ), 2.) high level of knowledge and understanding that payment for goods and services via digital channels (e-payment) is a part of financial technology ( $\bar{x} = 3.66$ ,  $SD = .832$ ), 3.) high level of knowledge and understanding that financial technology is an issue about innovation/ invention /new financial technology ( $\bar{x} = 3.64$ ,  $SD = .865$ ). 4.) high level of knowledge and understanding that financial technology (Fintech) plays a role and affects financial institutions in both payment/transfer services money, investments, lending, and financing ( $\bar{x} = 3.63$ ,  $SD = .837$ ), 5.) traditional financial technology such as ATM, internet banking, mobile banking, top-up kiosks, etc. was at a high level of knowledge and understanding ( $\bar{x} = 3.61$ ,  $SD = .839$ ). For the issues that the samples have a moderate level of knowledge and understanding about types of financial technology which are traditional fintech and emergent fintech ( $\bar{x} = 3.24$ ,  $SD = .882$ ).

Most of the sample, with 2,167 people accounting for 89.80 percent, have used financial technology before. 560 or 23.20% of people use financial technology every day. Most of them use fintech to make payments for goods and services via e-payment such as True Money Wallet, mPay, Line Pay. Payment via bank mobile/ internet applications were 2048 people, representing 84.70 percent. The use of online deposits and lending, such as P2P (Peer-to-Peer) through an online platform without financial intermediaries or marketplace lending, which is short-term investment support for lending to businesses that need working capital, especially SMEs in the platform provider were 459 people or 19 percent. The use of insurance Technology that use technology to help insurance business were 155 people or 6.40 percent. Most of the respondents who use Fintech via mobile phone channels were 1694 people, representing 70.20%. However, it was found that 1090 people representing 45.20%, do not trust financial technology.

The general view of the use of financial technology of Generation Y with a lower or equal to a secondary diploma is at a moderate level ( $\bar{x} = 2.78$ ,  $SD = .863$ ). The main purpose of using financial technology in generation Y with education levels lower or equal to a secondary diploma are as follows:

Financial transaction processing through internet banking or mobile phone due to convenience, speed, accessibility was at a high level ( $\bar{x} = 3.53$ ,  $SD = 1.133$ ). The use of financial technology services reduces the time and cost of traveling was at a high level ( $\bar{x} = 3.53$ ,  $SD = 1.145$ ), followed by the use of financial technology on a regular basis, the behavior was at the high level ( $\bar{x} = 3.50$ ,  $SD = 1.152$ ). The use of financial technology through one of the channels was at a high level ( $\bar{x} = 3.43$ ,  $SD = 1.130$ ). The use of e-payment services or via QR code was at a moderate level ( $\bar{x} = 3.38$ ,  $SD = 1.158$ ). The importance of protecting the privacy of customers when using financial technology was at a moderate level ( $\bar{x} = 2.92$ ,  $SD = 1.318$ ). Having a sense of data security when using technology services was at a moderate level ( $\bar{x} = 2.79$ ,  $SD = 1.237$ ). The suggestion of using financial technology-related applications to others was at a moderate level ( $\bar{x} = 2.76$ ,  $SD = 1.309$ ). Financial planning for the future in the form of financial technology was at a moderate level ( $\bar{x} = 2.67$ ,  $SD = 1.245$ ). Using online investment services and online financial advisory such as the automated investment advisory platform (Robo-advisory platform) was at a low level ( $\bar{x} = 2.21$ ,  $SD = 1.235$ ). Using various forms of Crowd Funding was at a low level ( $\bar{x} = 2.09$ ,  $SD = 1.177$ ). Using debt management, such as using Refinn, which helps to manage housing debt with refinancing service, was at a low level ( $\bar{x} = 1.98$ ,  $SD = 1.167$ ). Using online loans, such as P2P lending, which set lower interest rates than banks, was at the low level ( $\bar{x} = 1.90$ ,  $SD = 1.199$ ). Lastly, using stock analysis such as SiamChart, StockRadars, etc., was at the low level ( $\bar{x} = 1.85$ ,  $SD = 1.190$ ) respectively.

The comparison of personal factors and the behavior of using financial technology of Generation Y people with lower or equal to the secondary diploma found that gender differences do not affect the behavior of the use of financial technology ( $P$ -value = .140). Whilst the difference of profession has significantly direct affect the behavior of using financial technology ( $P$ -value = .001). Self-employed/private business of Generation Y people with education levels lower or equal to secondary diploma had frequently use financial technology whereas housewife/househusband use the least financial technology. The frequency of using financial

technologies does affect the behavior of using financial technology (P-value = .000). The sample has a frequency of using financial transaction every other day have the behavior of using financial technology the most, while Generation Y who have the frequency of using other financial technology has the least behavior of using financial technology. Different service channels using financial technology have significantly affected (P-value = .000). Financial technology via mobile phone or smartphones of the sample uses the fintech the most, whereas financial services via ATMs were the least use of financial technology.

Analysis of factors affecting the use of financial technology of the sample found that knowledge affects the behavior of using financial technology of Generation Y with an education level lower or equal to secondary diploma with a correlation coefficient of .376 and knowledge can predict the behavior of using financial technology of Generation Y people with education levels lower or equal to a secondary diploma by 14.1 percent, with the predictions error equal to .79995. The results of the test can be seen that knowledge correlates linearly with the use of financial technology of Generation Y citizens with lower or equal to secondary diploma with the prediction equation is  $Y = .884 + .533X$ .

From this research, it was found that knowledge can predict the behavior of using financial technology of the sample by 14.1%, with a prediction error of .799 because the use of financial technology is all about innovation, inventions, new technology, and it's too complicated to understand different usage and objective in financial technology. Therefore, knowledge will directly affect the use of financial technology of the sample group. This is in accordance with Laopomvapee, R and Seiyanon, I (2016), who studied the marketing mix factors that influence the decision to use the MYMO application service for financial transactions via mobile phone: a case study of the Government Savings Bank in Krabi Branch found that different education levels can affect application service decisions in which the level of education is related to learning and knowledge; therefore they will affect the behavior of using technology to make use of financial transactions (Hadad: 2017; Kotabe & Helsen: 2020; Mothersbaugh et al.: 2019).

In addition, the situation of behavior in using financial technology has changed considerably. In the past few years, when financial technology has come into play, the business group involved in financial technology was alerted in bringing financial technology to improve operations and business models in order to be more competitive, easier to be approached, drill in different customer groups, and increase market share. It will also need to publicize and give out knowledge so that users who do not have any idea about financial technology can use and have better access. It can be clearly seen that Thailand's situation in accepting the use of technology for financial transactions has been positive. People prefer to use the bank services via mobile phone than going to the bank. The most prominent financial transaction in Thai society is the payment via QR Code which gives a more convenient way to pay via mobile phones. In addition, both small and large merchant stores are accepting payments online for quicker and more convenience to their customer and for themselves. The user can connect the data in the financial application between the service provider, both financial institutions or non-financial institutions, and the financial data of the service user.

When considering the age group that has the most use of technology for financial transactions, Generation Y or the age range 19 - 36 years have expeditious ability to captivate technology better than the other generation. There are details of the current situation of the use of 6 types of financial technology as follows:

1) Payments: Payment is a form of financial transaction that is clearly and visibly changed and with diverse methods of payment. In addition, the public has been widely using technology to make financial transactions. This can be seen from the increase of payment via bank applications and tools because of the simplicity and user-friendly technology. Generation Y is a group that can easily adapt to change and learn modern technology. Studying from the target group of this study which is education level below or equal to the secondary diploma, they do not have any difficulty learning how to access and use technology in making financial transactions for payment. The original form of payment would be cash payments, credit cards, debit cards, or over the counters. After that, the payment began via ATM, internet banking, mobile banking, top-up kiosk, online stock trading, etc., without going through a bank counter. When it comes to online spending, it is becoming more and more widely used today to make a payment for goods and transferring online such

as Paypal, Alipay, Line Pay both domestic and international transactions which are convenient and faster, even if buyers and sellers are located in different countries. In addition, all three mobile networks in Thailand are not financial institutions but provide financial payment through AIS Mpay, Jaew Wallet, and Wallet by True Money, including channels for payment for goods/ services where customers can top-up for payment and transfer money directly. From the current payment methods mentioned above, Generation Y, aged between 19 - 36 years of age, education levels lower or equal to secondary, can access payments in new forms and technologies, which is also the most accessible form and the most popular form of financial transaction payment ( Wang et al.: 2003; Yu: 2012, pp. 100-104).

2) Insurance: Most Thai make use of insurance in the form of car insurance, home insurance, life insurance, and health insurance. In the past, it was a transaction with an insurance agent or insurance company, and the buyer needs to complete the form of documents. In the current situation, technology has been used to make insurance more systematic and can access insurance information easier without looking at insurance as a distant and difficult matter. There is a positive change that makes insurance easy to access and can always check the information. The use of technology has helped the insurance firm to introduce applications on mobile phones and tablets. Since most people are using mobile phones all the time, it makes clients more convenient by checking out insurance policy information as well as seeking inquiries through applications via mobile phone. Other transactions can also be conducted, such as buying and selling insurance, contracting, and making claims through the application, which more convenient and faster for service.

3) Investment management: In the past, investment transactions need to be documented or has to contact a company to provide such service, which will take quite a lot of time since the investment is difficult to understand and requires a lot of documents and authorization. Nowadays, investment management service providers have introduced technology to facilitate the operation faster and make investments easier to access through the use of new applications or tools that facilitate investors to check data, information, to buy, or to sell investment online. Considering the sample group studied, although it is Generation Y who has an understanding of the use of modern technology because the study group might earn money not as much as the other generation or another level of education, it is of the opinion that the study group will use the technology for investment management less because it is a matter of interest. It is not a daily transaction like the form of payment or the insurance that will have more financial transactions in daily life or work in general.

4) Fundraising: Funding matters to the project or businesses is a matter of distance from the study group of Generation Y with lower or equal to secondary diploma because it is a niche topic and a specific subject. In raising funds, the technology will be used for public relations through technology media or online media for the public to understand and be more aware of the project or business.

5) Process efficiencies: In Thailand, Process efficiencies of financial operations, lending, corporate investments are mainly for those interested or working in this field. But nowadays, technology has been introduced to increase the efficiency of the process. The use of innovation and technology through applications or online data makes it more convenient, faster, transparent, and accountable, and when considering the samples in this study, the key informant believes that the use of technology will increase the efficiency and effectiveness of the process.

6) Deposits and lending: In the past old days, the lender and depositor can only go to the bank to perform such services. Nowadays, being switched to modern deposit and borrowing transactions, there is a Peer-to-Peer or marketplace loan that allows borrowers to have easier access to funding. The system will connect between lenders and borrowers to be able to exchange money among themselves through online platforms, share information between the borrower and the lender or the borrower and the financial institution without submitting documents through the bank's counter. According to this group of informants, there are applications via mobile phone or online data usage via websites that will make their life more convenient, faster and give alternative options to the users.



## **DISCUSSION**

From the behavior of using financial technology the guidelines can be analyze as follows:

Guidelines for education: In order to promote the safe use of technology for financial transactions, the related agencies should organize or publicize the information to the general public or reach them online in order to prevent data fraud or deception from malicious groups. For example, the samples in this study are those who use technology, financial transactions, products, and services on a regular basis, which may cause errors or impersonations in transactions. If knowledge is given in this way, it will help reduce problems and dangers, being deceived or errors in financial transactions as well as increasing legal knowledge related to the use of financial innovations and by not allowing the use of technology to conduct financial transactions in a wrong way.

Guidelines for promoting accessibility to the use of technology for financial transactions: Most of the respondents are using financial transaction technology related to their daily life, such as payment, deposit, etc. When considering the information given by the informants, they were rarely used financial transactions in investment and funding. Therefore, the related agencies should promote and communicate activities or projects related to financial investment more widely because they might lack knowledge of investment or raising funds.

Considering from the quantitative research found that knowledge affects the behavior of the use of financial technology has the same research results and in line with the recommendations of Sakaew, T (2018) in the study of incentives for using financial transaction services via the financial technology (Fintech) with the A-Mobile application of the Bank for Agriculture and Agricultural Cooperatives, Rattaphum Branch, Songkhla Province. It is suggested that the bank should increase the awareness of providing financial transaction services via financial technology with the A-Mobile application to customers of all professional groups who use the service, especially bank clients (farmers) who come to use deposits and loans at the bank so the customer can have the knowledge and have familiarity with the use of mobile applications for transactions (Ernst: 2014; Leong & Sung: 2018; Varga: 2017, pp. 22-32).

## **CONCLUSION**

From the findings, the following suggestions can be made:

From the findings of research on financial transaction services for investment: the sample group had the least use of financial transaction technology in this area. It should be promoted and educated more about online investment such as public relations and marketing activities, advertising presented to attract more users. In the aspect of information security, when using financial transaction technology services (Fintech), the sample groups rated the opinions at a moderate level. Financial institutions that provide such services should create credibility and improve the efficiency of the system to prevent them from crashing frequently and data protection and security, and increase public perception about safety and security to increase confidence in the users. Research findings suggest that knowledge and understanding about financial technology will directly affect the use of financial technology. Financial service should provide knowledge and understanding about the use of financial technology to their customers and the public, such as online training, online education, online seminars, etc., in order to enable the general public to be informed and to use financial services more accurately.

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## **BIODATA**

**T. PHIMOLSATHIEN:** The current affiliation of Thepparat Phimolsathien is King Mongkut's Institute of Technology Business School (KBS), King Mongkut's Institute of Technology Ladkrabang, Thailand; E-mail: thepparat@hotmail.com; ORCID: <https://orcid.org/0000-0003-3520-0216>

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# Immediate transformation to online teaching of the Kingdom University as a consequence of COVID-19

*Transformación inmediata a enseñanza en línea de la Universidad Kingdom como consecuencia del covid-19.*

**S. DARWISH**

<https://orcid.org/0000-0001-5147-3287>  
Saad.darwish@ku.edu.bh  
Kingdom University, Bahrain

**N. AI BATAKI**

<https://orcid.org/0000-0002-7285-2152>  
nalbastaki@ku.edu.bh  
Kingdom University, Bahrain

**M. TERRO**

<https://orcid.org/0000-0002-2969-5315>  
ku.president@ku.edu.bh  
Kingdom University, Bahrain

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### ABSTRACT

Most universities and educational institutions follow conventional learning. E-learning utilizes electronic technologies to deliver curriculum beyond traditional means, which presents many challenges. E-learning is also a way to access all programs and receive awards for certificates and degrees online. It presents a formidable communication media between teachers, professors, and students attending online classes. This paper focuses on the objectives and mechanisms to achieve the necessary changes to accomplish the required learning objectives. It will also highlight the challenges facing the students, instructors, and decision-makers at executive levels in educational institutions.

**Keywords:** E-learning, Conventional Learning, COVID 19, Educational Change, Digital Technology, learning objectives.

### RESUMEN

La mayoría de las universidades e instituciones educativas siguen el aprendizaje convencional. El e-learning utiliza tecnologías electrónicas para ofrecer un plan de estudios más allá de los medios tradicionales, lo que presenta muchos desafíos. El aprendizaje electrónico también es una forma de acceder a todos los programas y recibir premios por certificados y títulos en línea. Presenta un formidable medio de comunicación entre profesores, profesores y alumnos que asisten a clases en línea. Este artículo se centra en los objetivos y mecanismos para lograr los cambios necesarios en los objetivos de aprendizaje requeridos. También en destacar los desafíos que enfrentan los estudiantes, instructores y tomadores de decisiones en los niveles ejecutivos de las instituciones educativas.

**Palabras clave:** E-learning, Aprendizaje convencional, COVID 19, Cambio educativo, Tecnología digital, objetivos de aprendizaje.

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## **INTRODUCTION**

The incredible speed at which the Covid-19 pandemic spread throughout the world during the months of February and March 2020 created a unique situation for all countries around the world in higher education. Namely, all educational institutions suspended attendance of students and stopped physical classes in order to curb the contamination of students and staff members with the virus.

Higher education came to a sudden halt all around the world. This situation is indeed unique in nature and scale, and perhaps it is the first time to occur. The response by all universities around the world was to resort to online teaching. However, the methods used and degrees of success can vary from one university to another. In this paper, the experience of Kingdom University in Bahrain is explained and reflected upon. It is expected that presenting the experience of conventional universities in the sudden transformation to online teaching as a measure to continue the delivery of the educational process, without any stops, is important as this situation is a milestone in the history of higher education and, hence, has to be documented and analyzed.

Current excellence in conventional teaching & learning aims at developing interactive classes where the challenges of foster knowledge and skills at the present ratio of students in classrooms has been controversial during the nineteenth century. This process is feasible and effective when there is a normal situation. Currently, the world is suffering from coronavirus disease 2019 (COVID-19), and the world's education system is under a compulsory shift from conventional learning to e-learning due to the risks associated with the infection resulting from contact with people (Blasco-Arcas et al.: 2013, pp.102-110).

E-learning can be defined as utilizing electronic technologies as a tool to deliver curriculum beyond traditional ways. It is an avenue to access all the programs, certificates, and degrees awarded online. It covers distance education, computer-based electronic learning, and online internet learning. Electronic learning is an effective means for communication between instructors and students in an online class (Ahmed: 2016, pp.104-108). It is also considered very beneficial because your medium or environment of learning is home-based with a semi-flexible schedule. There are various benefits of E-Learning if self-discipline and professionalism are adhered to. Many expenses incurred by the use of classrooms are avoided. There is no problem with parking expenses, housing, and food services using e-learning, and you can access your class from anywhere in the world just with internet access.

Many studies show positive impacts on students from instructor-led classes. In the instructor-led classes, students are taught from various destinations. The delivery is consistent and can be repeated if there is a need for better understanding (Cirulis et al.: 2009, pp. 148-153). Although the word "e-learning" has been used universally in recent years, many are still unaware of its true meaning and its value for successful and improved abilities. Therefore, the purpose of this study is to provide knowledge and highlight the importance of e-learning. This study aims to define the e-learning processes, their effective mechanisms, and their advantages over conventional learning methods. The methods that make it more valuable will also be examined, as well as the shortcomings, which should be improved over time to achieve better results through analysis and research. Baylari & Montazer stated that research reported the capability of the neural network approach to learning material (Baylari & Montazer: 2009, pp. 8013-8021).

## **LITERATURE REVIEW**

### **A Brief History of E-learning**

Before the advent of the internet, students could not access remote sources for the learning processes. In the 1840s, a teacher named Isaac Pitman began training his students on communicational learning (Encyclopedia Britannica). He trained them to expand their information and spread it through different communication channels. This method proved helpful to students, and they were able to share their projects and papers with other interested colleagues and experts. This technique initiated by Pitman increased their knowledge and improved the learning processes.

The first machine dedicated to testing teaching and learning was invented in 1924 to facilitate students in their studies (Al-Fraihat et al.: 2020, pp. 67-86.). This machine was able to check the study materials of the students and respond to the changes required for improvements. Further to this innovation, a professor from Harvard University designed a training machine to teach and train students. Through this machine, it was easy

to arrange training sessions and lectures in different institutes for learning purposes. In 1960, the first Computer-Based Training (CBT) program was introduced in the world. This program enhanced the online sessions and training of students and professionals at different institutes globally. It furnished a new era of the learning systems, which impacted the future of learners. This system was invented to facilitate student's access to the various resources and materials for learning processes. Through this system, it was easy to access and study the different courses from advanced institutes and technology. This trend became dominant until the 1970's system was adopted all around the globe. It grew into an important source of learning for students who could not reach eminent educational institutes for effective learning. They were able to reach their instructors through emails and other sources of communication. Furthermore, it increased the learning abilities of the learners.

The computer and internet in the late 20th century expanded and geared learning methods. Thus, the first MAC in the 1980s made it possible for people to have computers in their homes (Evolution & History of E-learning, n.d.). In the following years, virtual learning was initiated ahead with people to enable them to have access to a wealth of online material and e-learning platforms. In the early 90s, most of the schools, universities, and colleges introduced different online courses for students who could not make themselves available for the class physically.

Subsequently, the technological revolution helped educational institutions to rationalize their learning costs for the students and distance learning. Ahmed et al. stated that "the advancements in technology reduced the physical efforts and expenses." However, technology acceptance could be an issue and challenge (Ahmed et al.: 2016, pp. 13-18). In the early 2000's, different businesses started e-learning training of new and experienced employees. It increased the opportunity to advance their business information base. New online programs paved the way for students to attain degrees in various disciplines and enhance their lives through extended knowledge and education (E-learning Market - Global Outlook and Forecast 2020-2025).

## Theories of E-Learning

There are many theories of e-learning, and the most prevalent theories are Behaviorism, Cognitivism, and Constructivism (Picciano: 2017, pp. 166-190; Zhou & Brown: 2015).

### A. Behaviorism

According to the behaviorism theory, e-learning involves learning new behaviors according to environmental conditions. Conditioning is considered the learning process for behaviorists. Here, conditioning has two different kinds of behavioral patterns.

#### Classic Conditioning

This type of condition is due to natural responses. As our body system is interconnected, every natural effect can cause a different response. The classic conditioning occurs in the e-learning process when the students or learners experience some irrational fears and worries such as fear of failure, hesitation, and other types of worries. These models understand various cognitive phenomena through multiple parallel associations between inputs (stimulus) and outputs (response), which bear many similarities with the principles of classical conditioning (Rehman et al.: 2020).

#### Behavioral/Operant Conditioning

This conditioning occurs when the responses are reinforced to stimulus. It is like a simple feedback system. Here, the response is forcibly created in the learners. Therefore, the learners acquire knowledge for the sake of rewards such as positions, grades, prizes, or pride. Skinner stated that "nowadays, most of the students are fighting the war of pride in their studies, and everyone is trying to conquer it (Skinner: 2019)." It is very simple to understand the behaviorism theory because it depends upon behavior and defines the different laws of behaviors. The techniques of this theory can be very effective for the treatments of human disorders like autism, anxiety, and antisocial behaviors. The instructors, who want to reward or punish the student behavior, follow this type of theory (Harasim: 2017).

## **B. Cognitivism**

This theory is based on e-learning processes rather than behavior. It gives the opposite sense of behaviorism theory. Unlike behaviorism, it only focuses on the internal techniques and processes used for e-learning rather than the external factors. A study defines that it is good to emphasize inner processes rather than external processes for active learning. It explains that the mind should be unlocked and ready for the learning processes of e-learning. The learner is a processor of the information and should get all the information and save it (Mayes & De Freitas: 2007, pp. 13-25; Crook & Sutherland: 2017, pp. 11-27).

## **C. Constructivism**

This theory is about observation and scientific study that shows how people learn. According to this theory, the learners acquire knowledge through their personal experiences and understanding. This means that when we learn something new, we connect that information with our existing information and knowledge. Sometimes it is accepted as the new addition to the information, and at other times it is discarded by assuming that it is irrelevant to the existing information. This means that we are the creators of the knowledge. Thus, we analyze the information we already have. This type of learning theory is used in e-learning processes through many techniques. The instructor may use real-time examples, case studies, and problem-solving techniques to enhance the information of the learners. Many researchers have found that real-life examples are easy to understand. It is evidenced that "in classroom instruction, there is a need for integration of formal, theoretical, practical, and self-regulative knowledge" (Sharma & Bansal: 2017, pp. 209-212).

## **Challenges of E-Learning**

Along with the many benefits and learner-friendly processes, e-learning is faced with some serious challenges. There is a challenging task for the instructors to present astounding and attractive experiences to the learners. The presentation of the e-learning material online is considered to be dry and unattractive to learners. Therefore, the use of innovations, creativity, and technology to transform the boring material into an interesting one is a complex task.

Due to many internal and external factors, the learners cannot pay attention 100% to the learning process due to busyness, lack of motivation, or engagement. The full attention of the learner is very important in the e-learning process. It is a challenging task for the instructor to motivate and ensure the 100% attention of the learners. This is why it is important to construct the course and material to satisfy the interests of the learners and use innovative techniques to engage them properly. In addition, it is imperative to stay up-to-date with modern technology. Instructors are faced with the challenging task of introducing up-to-date material to the learners since there are many sources of learning for the learners. Hence, the instructor must present innovative and updated material to satisfy the needs of the learners.

Under these circumstances and during the learning process, everyone faces unrealistic deadlines, and this results in stress. In the e-learning process, it is necessary to meet deadlines, which is a difficult task for the learners and instructors. This means that in the e-learning process, most of the participants are unfamiliar with its initiatives, which can be a difficult experience for them. The instructors need to take their learners according to the desired goals. Another challenge exists when the expert has no experience with the e-learning process. With no experience, he has very little knowledge about the design and presentation of the material through e-learning processes. Therefore, this poses a challenge for both learners and instructors in meeting their goals. It is also necessary to balance the e-learning budgets. Universities also have to be careful in selecting and ensuring the effective use of the budget in the e-learning process. Furthermore, e-learning processes may contain massive materials for learning, which can make instructors become confused about where to begin. As a result of this, an expert instructor is required to provide assistance in solving this issue. Therefore, finding the perfect e-learning authoring tool or learning platform is of significant importance. The use of updated and effective tools can also help while learning. (Boelens et al.: 2017, pp. 1-18.; Olaniran: 2008 ; Montebello: 2018, pp. 5-14; Carey: 2020, pp. 39-45.). Most initiatives to date have been limited in scope and relatively isolated; the pandemic could pave the way for much larger-scale and cross-industry coalitions to be formed around a common educational goal" (Carey: 2020, pp. 39-45).

## **E-Learning Improves the Quality of Education**

The e-learning process improves the quality of education by introducing innovative and updated techniques to learners. Decision-makers in the educational sector must monitor the ICT development and work towards building an environment to create the required integration. At university levels, a universal strategy should be developed that concentrates on incorporating ICT for e-learning. E-learning is the best option for learners to access free and quality courses at different institutes around the globe. Through multiple resources, the learners can get the most creative and innovative ways of learning, which will improve the quality of education among the learners (Pavel et al.: 2015, pp. 704-711).

However, students now tend to learn by constructing content instead of absorbing. Students require interactivity by using modern technologies such as E-learning, M-learning, virtual learning, and web learning as a teaching device that allows this interactivity to occur. Through the development of social media, blogging, and YouTube, students have become more capable of using technology effectively, and their connectivity became widespread (Kalaivani, 2014).

## **Summary of Review**

In the normal routine, the conventional teaching method is considered a proper source of education as it ensures student-centered learning. In a common classroom, it is easy to get attention and train the students in the same direction.

However, due to the current situation of the world, faced with the COVID-19 epidemic, the E-Learning process has become an important requirement for learners. The current situation and time demand the change of conventional teaching to e-Learning teaching methods.

The e-learning process has many benefits: it reduces the expenses for going to institutes, reduces the parking and transportation problems, learning from home ensures the safety and reduces risks, and many more. Along with these advantages, it also faces some challenges such as lack of attention, technology, experience, and many others mentioned earlier in this study. In order to ensure the proper and effective use of the e-learning processes, there are some defined international standards for e-learning.

Therefore, by analyzing these factors, it is better to shift towards the e-learning techniques for education. It gives more flexibility and reliability to learners for learning. Through e-learning, the students can access several resources for effective learning with more updated and innovative techniques. This improves their creativity and the quality of education.

## **Research Problem**

Similar to another corporate sector (Darwish et al., 2020, pp. 1927-1934), universities all over the world also faced issues due to the COVID-19 pandemic. Academic institutions were forced to suspend studies due to the COVID-19 pandemic outbreak. Universities are committed and should continue to deliver their programs and obligation to their students. This was a sudden, unpredictable occurrence that made the academic leadership and decision-makers act fast to offer a remedy to the situation. E-learning was the Lifejacket that hoped to help universities and students to continue marching on. This problem made universities work hard to meet up with the risks and issues associated with the suspension. For this purpose, the impact of the suspension will be identified as well as the transformation of the delivery, while highlighting the experiences associated with this episode (See Figure 1) using the experience of Kingdom University in Bahrain as a case study.



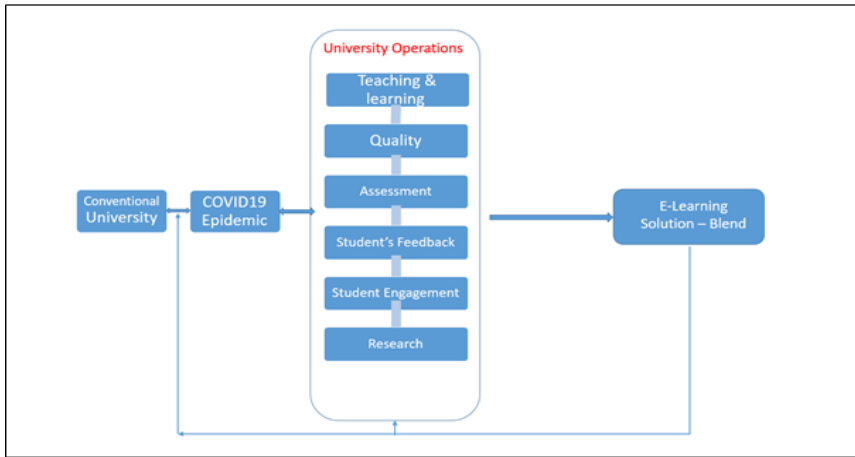


Figure (1). Research model showing the Influx of COVID19 on University Operations

### Importance of the Study

This study will shed light on the importance of the actions taken by Kingdom University to continue its mission in achieving the required strategic objectives in learning and teaching. Ideas discussed in this paper will be shared to exchange knowledge about the experiences of dealing with the risk of the epidemic COVID-19 on university operations. The literature review shows that e-learning can achieve the same objectives if used rationally.

### The objective of the Study

The main objective is to learn from this Covid19 pandemic and how the education system must be flexible enough to meet all the unexpected measures with the same efficiency in terms of quality. This study shows how we can continue with the same rhythm without disturbing our quality processes but continue to preserve our quality culture.

## METHODOLOGY

This will be a case study analysis reflecting on experiences of Kingdom University, Bahrain, with the critical analogy that shows where one can go wrong and how to rectify our transformation steps. Case study research strategy is one of the most authoritative approaches used by scholars to comprehend both applied and hypothetical goals. Skilled researchers have recognized this as a unique technique for treating qualitative methods. It is designed to ensemble the case and answers the research questions at hand based on real-life situations.

### Hypothesis Development

The main hypothesis of the study is that the rapid temporary transformation to fully online teaching of all the programs offered by the university will result in the successful delivery of the teaching material, coverage of the intended learning outcomes, learning of the students, and their achievements of the outcomes. Furthermore, it is hypothesized that online teaching will have additional benefits in the form of peace of mind and comfort of the students without compromising the quality of teaching and learning as they can attend classes without being exposed to the risks of being unprotected to Coronavirus and Covid-19 infections.

### **The response of Kingdom University to Suspension of Conventional Classes**

Towards the end of February 2020, the Ministry of Education in the Kingdom of Bahrain imposed a lockdown for students in all schools and higher education institutions in order to control the spread of the Covid-19 pandemic. Kingdom University's management decided to shift immediately to online teaching using Microsoft Teams. The choice of Microsoft Teams was based on campus-wide ownership of licensing of Office 365, excellence in performance, and safety of security features. The main challenge was the timely execution of the project and the need for immediate training of both staff and students on the use of MS Teams. Since the term was already underway, all classes needed to be created on MS Teams following the announced academic schedule. There was no room for making any changes to the announced academic schedule. Hence, classes for all courses offered at the university needed to be converted to online using the MS Teams platform whilst adhering to the regularly scheduled timetable that was in effect prior to the suspension. Information and Computer Technology Department (ICT) conducted a number of workshop sessions to train faculty members on mastering the use of MS Teams. Training videos were also recorded to provide further offline support to faculty and students. Students' names and emails were added to each class created on MS Teams, based on the information from the registration department. We immediately informed students by email about the start of the online classes. The effective use of online classes through MS Teams since the date of suspension was only one week. To avoid any void or gap in our teaching operations during this first week, our faculty members uploaded course materials to the students using our existing Learning Management System (LMS). LMS, the standard e-learning medium at KU, has been used for several years for uploading course materials, posting grades, and communicating between students and faculty members. To facilitate the process, faculty members were supplied with all required technology tools such as laptop devices, headphones, microphones, and webcams.

The next challenge was to ensure during the first week after the implementation of the MS Teams classes that all faculty members were able to operate online classes effectively and that all students are able to access the MS Teams platform and communicate during the classes without difficulties. ICT department, in collaboration with the Deans of Colleges, worked on this task laboriously and effectively through surveys and upload of supporting soft material. The technical support team in ICT assisted faculty members that had some difficulties or resisted the transformation at the beginning and supported students with difficulties in accessing or using MS Teams. By the first week after launching the MS Teams classes, all technical issues were resolved, and difficulties were addressed to ensure that our online teaching process proceeded smoothly for the remainder of the second semester.

### **RESULTS**

Most of our online classes consisted of direct theoretical lectures. The basic model used in online lectures is for the instructor to present the lecture in a live online MS Teams session, whilst participating students are encouraged to be proactive during the course of the lecture. Lecturers normally interact with students with the video option turned so that students can see them, and they share their screen with students to include various teaching tools and material such as PowerPoint slides, video clips, Excel sheets, and AutoCAD drawings.

Some instructors choose to focus their webcam on the blackboard and write on it as in a normal classroom environment. In any online class, the first step was to establish the classroom environment and create a bond with students by the time most have joined the class and a quick check of attendance which remained a compulsory requirement. Microsoft Teams provides the full list of students in the class and offers the ability to show attendance, which could be documented for grading purposes. Invitations to join the class are automatically sent to all students ahead of the scheduled time. However, both the instructor and some students normally send invitations to late students to remind them to join. Before starting the subjects designed for lectures, the instructor normally follows up with students on the submission of their assignments and projects in addition to other activities. One of the main challenges in our online classes was that instructors could not see students since they do not turn on their webcams, and, hence, his lecturing tone can drift into a monotonic

rhythm that may result in students losing interest. Technical issues may also be present without the knowledge of the instructor, e.g., unclear voice due to problems in the network, the students' computer, or in the instructor's microphone. It is important to keep communicating with students throughout the lecture by either addressing the whole class or addressing individual students to maintain their interest. An additional challenge could be that students can easily get bored and lose concentration during the course of a lecture, in particular for purely theoretical topics where the instructor relies solely on verbal styles or PowerPoint presentations. Therefore, instructors were advised to use a variety of presentation styles and supporting techniques that can help in attracting students' attention and focus and enhance their motivation.

### **Interactive Design Studio Classes in Architecture and Interior Design**

Design studio classes in Architecture and Interior Design programs depend on high levels of interaction between the course instructor and students on an individual basis. During a Design Studio class, each student works on their design drawings, and the instructor hovers over their progress to offer comments and feedback advice for improvement. Typically, instructors spend 15 to 20 minutes with each student to discuss their design drawings, usually developed using Autodesk Architecture, 3D Max, and similar software. This interactive communication still needed to be accomplished from a distance using Microsoft Teams platform as all of our online classes. The shared screen option offered the ability for students to individually share their screens with their instructor to present their design progress. Moreover, students were also able to allow their instructors to access their drawings online using the "Give Control" feature in MS Teams. This powerful feature created two simultaneous cursors, one for the instructor and another for the student. The instructor was able to move the cursor from a distance over the student's drawing to highlight the changes required or zoom in, for example, to highlight specific areas of the drawing while giving comments, and the student could interact and explain when necessary. This interactive discussion simulated and mimicked the atmosphere in the actual design studio classes conducted under conventional face-to-face circumstances.

### **Delivering Practical Laboratory Sessions**

The main challenge in online laboratory classes was to offer students the full laboratory experience students where they are usually requested to conduct experiments by themselves. Typically, online laboratory sessions could benefit from virtual lab platforms or online video-controlled remote robot technologies. Both technologies required ample preparations in advance and considerable financial investments. We adopted alternative techniques during the Covid-19 crisis under emergency and sudden circumstances as a temporary solution. Instructors implemented two methods for lab work as alternatives to normal sessions. The first was to prepare and send recorded videos of experiments, whilst the second was to conduct live experiments from a distance. In the first technique, students were sent videos recordings of the experiments together with problem statements having given sets of readings, and they were asked to offer their analyses of the results is prepared experimental reports. In the second technique, live online sessions were held where students would guide the laboratory technician in the steps via MS Teams live video session. In Each step of the experimental procedure, the student tells the technician (who is in the laboratory) what to do to mimic their actual presence inside the lab. The attendance of the laboratory technician using this second technique was possible since the suspension from presence in the university by the government campus only covered students whilst academic and administrative staff were allowed and encouraged to observe necessary precautions.

### **Assessment and Exams**

To take into account the exceptional emergency circumstances during the Covid-19 online teaching period, the university decided to redistribute the grading weights. Under normal conventional circumstances, the final exam grade is 35% to 40%, the midterm exam 30%, whilst the rest goes to assignments and projects. In our redistribution, the final exam had a weight of 20%, whilst the remaining 80% of the marks were given to assignments, essays, homework, small projects, and quizzes. Plagiarism checks using Turn-it-in software were performed consistently to check all submitted works. The final exam was conducted online, and we had to respect privacy and local cultural constraints where using video is still a sensitive issue. Therefore, to avoid or prevent misconduct, three sample versions were prepared for each exam paper, where questions within

each exam sample were automatically shuffled. This multiple exam sample and shuffling of the question was an exceptionally effective mechanism to maintain the credibility of our online exam. The limitation imposed on examination time would also put another constraint on possible cheating misconduct during exams. This system was used across all of our colleges at Kingdom University. The grades at the end of the semester showed normal distribution, which was an indication that the assessment process was acceptable and reflected students' achievements reasonably well.

### Involvement of Students and Their Satisfaction with Online Courses

Since we are a student-centered university, it was central to our mission to involve students in developing the process of online teaching. We, therefore, held meetings throughout the semester with faculty and students representing all colleges to discuss their feedback and recommendations on the progress of the online classes. We received many comments from students and instructors, most of which were constructive and instrumental to improving and enhancing the process and increase their satisfaction in our delivery of online teaching and learning. Through such open discussion venues, our students felt a level of ownership and strong engagement in the educational process, which greatly participated in raising their satisfaction in the value added to their academic achievements.

### DISCUSSION

This includes the bulk of the students and the faculty members at Kingdom University. A dashboard was developed on our website showing live updated figures on data relevant to our progress in numbers of lectures and meetings that were achieved online, in addition to links to access student information, registration, online tuition, and support. This demonstrated to stakeholders' latest developments in our online teaching and learning journey. Table (1) shows a summary of the online teaching profile at KU for the second semester of the academic year 2019-2020. It gives a summary of the number of lectures and hours of online teaching provided and the attendance ratio of the students in individual courses within each college and across the whole university. The average attendance ratio was 83%, which is similar or even higher than in conventional circumstances. The average satisfaction of our faculty members out of 5 was 3.5. Moreover, the satisfaction of students with the online teaching from our instructors' point of view was 3.5. Although this satisfaction rate is positive (equivalent to 70%), it was still influenced by some resistance from faculty who were not used to modern computer technologies.

**Table (1).** A summary of the number of lectures / Presented in an interactive live broadcast system Period 7 March to 30 April 202 Scale- Favorable four and Unfavorable 1

Colleges	Number of Times Students Communicated with Course Instructor Outside Lectures(Total per college and average per course)	Average Course Instructor Satisfaction Scale 1 to 4	Average Students' Attendance	Total Hours of Online Lectures	Total Number of Online Lectures
College of Law	1035	3.8	81%	1321	1052
College of Engineering	1874	3.6	83%	1580	646
College of Business Administration	2589	3.2	86%	1038	946
Total Average	5498	3.5	83%	3939	2644

Table (2) shows the results of the students' survey, which was sent to all students, and 100 students responded. The survey aimed to measure the students' feedback regarding the transformation to the online model. The degree of satisfaction varies from 3.36 to 4.0 out of 5.0 (67% to 80%). This satisfaction rate is still a positive indication, and some degree of resistance could be attributed to the general mood of depression and the impact of the economic downturn caused by the global lockdown and Covid19 threat, which is not

attributed to teaching. It can be concluded that the students generally found it simple to use MS Teams and experienced a satisfactory medium for online lectures and interaction during the lectures. The recordings of the lectures were an additional benefit that was not available in normal classroom lectures. This latter benefit was decided to continue as additional support complementary to teaching after the conventional mode of teaching is resumed when the Covid19 pandemic is over.

**Table (2).** Student Feedback on Microsoft Teams Usage (N=100)  
 Favorable five Unfavorable one

1. How satisfied are you with the use of MS Teams as a temporary replacement for classrooms?
Mean =3.35      Standard Deviation =1.53

2. How easy was it for you to use MS Teams?
Mean=4.04      Standard Deviation=1.15

3. How clearly do you hear the instructor sound using MS Teams?
Mean= 3.36      Standard Deviation=1.40

4. How easy is it for you to ask questions and give comments verbally using MS Teams?
Mean =3.66      Standard Deviation=1.37

5. How easy is it for you to write comments and send messages to your instructors using MS Teams?
Mean=3.90      Standard Deviation=1.25

6. How useful are the recordings of the online lectures?
Mean= 3.74      Standard Deviation =1.35

The results shown above provide evidence to support the argument that both students and faculty members were mostly satisfied with the online approach adopted by our university. The overall experience of transforming all the classes to online classes using MS Teams as a platform was a successful experience. A key factor that played a major role in effecting a smooth transformation whilst closely addressing emerging problems is the close monitoring by the top executive management. The president, vice president, deans, and

head of departments were invited to all lectures and had access to visit lectures to encourage students and faculty. Faculty members and supporting teams, particularly the ICT group, through regular meetings, students, and instructor feedback contributed to the success of this transformation to online teaching. During the regular monitoring processes and meetings, many individual cases emerged and needed attention and rapid response, which was essential to the process.

## **CONCLUSIONS**

Despite the historical resistance to acknowledging online education, the Covid19 crisis has forced the world to embark on the mechanism that has evolved tremendously over the last two decades due to modern computer technologies coupled with fast and affordable internet connections. Moreover, the job market places considerable emphasis on the computer and “E-Skills” of graduates. Our new endeavor at Kingdom University has equipped our students and instructors alike with formidable “E-Skills,” which would enhance the employability of our graduates.

This paper presented a detailed account of the immediate response by Kingdom University to address the continuity of their learning services online in order to comply with the social distancing directives by the government. The transformation from conventional to complete distant learning system has been a journey fraught with challenges, investigation, and successes. The leadership of the crisis by our regulators and the attention to detail by his Excellency the Minister of Education were instrumental in achieving timely success in this academic endeavor in the Kingdom of Bahrain. The strategies adopted at Kingdom University to effect a total and swift transformation from conventional to e-learning modes present a noteworthy example for the exchange of best practices, despite the existence of some environmental factors. Blended modes of learning are also considered as an option to cope with possible scenarios for educational delivery depending on governmental directives.

Since technological developments is a dynamic process, and despite our achievement in achieving success in our online educational delivery, we continue to explore ways to further improve our e-learning model to keep abreast with the latest advances in this field. This exploration shall involve continuous development of our staff, provision of easily accessible support, creation of virtual campus, and regular upgrade of our software, equipment, and facilities.

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## BIODATA

**S. DARWISH:** Prof Saad Darwish attained his Ph.D. from the University of Westminster in the UK, 1987 in Business and Risk Management. He published more than 40 papers in English and Arabic. The author of three books and editor of six books in business and management and supervised many Ph. D. and master's thesis and a scholar with 43 years of experience as a Dean, VP Academic, and V.P. Admin an Advisor for Special Projects . He is now holding the post of Prof of Business Administration at the Kingdom University. His education contributions are distinguished for being a Fellow and Senior Fellow with the Advance Higher Education Academy UK. He is also a reviewer and a member of some Editorial Boards of Journals in Business and Management.

**N. AI BATSAKI:** Nader Al-Bastaki is currently Vice President for Academic Affairs and Scientific Research at Kingdom University, Bahrain. Prior to this, he worked as the Dean of College of Engineering and the Chair of the Chemical Engineering Department at the University of Bahrain. He was promoted to a full professor at the University of Bahrain in 2005. He received his BSc and MSc degrees in Chemical Engineering from McGill University, Canada, and his PhD from the Mechanical Engineering Department from UMIST, University of Manchester. His research work included polymer composites, reverse osmosis water desalination and treatment of industrial wastewater using advanced oxidation methods. He is a member of AIChE and program evaluator for ABET.

**M. TERRO:** Mohamad Terro obtained his MSc in Structural Engineering from the University of Manchester Institute of Science & Technology (UMIST) in Manchester and his Ph D in Civil Engineering from Imperial College of Science and Technology and Medicine in London in 1992. His PhD addressed the behavior of building structures under the effect of fire. Prof Terro has hold many distinguished positions in past. In January 2014, Prof. Terro was appointed as President of the Australian College of Kuwait. Major achievements under his stewardship include the increase in enrollment from around 2550 to 3100 students, leading the accreditation of Engineers Australia to the Engineering College and the ACBSP accreditation for the Business school, the accreditation by ISO 9001-2008, and leading the industry college-wide advisory board. In January 2018, Prof. Terro was appointed as president of Kingdom University in Bahrain and is currently embarking in a new journey of challenges with aspirations to further promote academic quality.

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### Effect of financial reform and fiscal decentralization In Bone, Indonesia

*Efecto de la reforma financiera y la descentralización fiscal en Bone, Indonesia*

**A.I. WALINONO**

<https://orcid.org/0000-0002-7718-7008>  
iqbal.walinono@yahoo.com  
University of Hasanuddin, Indonesia

**A.R. KADIR**

<https://orcid.org/0000-0002-5527-6018>  
rahmankadir90@yahoo.com  
University of Hasanuddin, Indonesia

**A.I. ANWAR**

<https://orcid.org/0000-0002-1801-8730>  
aianwar@fe.unhas.ac.id  
University of Hasanuddin, Indonesia

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#### ABSTRACT

This paper aims to discuss the Effect of Financial Reform and Fiscal Decentralization on Financial Governance in Bone, Indonesia. Financial performance analysis can be done by looking at the ratio of the degree of fiscal decentralization, regional financial dependence, regional independence, the effectiveness and efficiency of ROI, and compatibility of direct spending to analyze the effect of financial performance on the Human Development Index (HDI). This research found that the HDI in Bone Regency 2010-2019 was influenced by the direct expenditure compatibility ratio.

**Keywords:** Financial reform, financial decentralization, financial governance, HDI, ROI.

#### RESUMEN

Este documento tiene como objetivo discutir el efecto de la reforma financiera y la descentralización fiscal en la gobernanza financiera en Bone, Indonesia. El análisis del desempeño financiero se puede hacer observando la relación entre el grado de descentralización fiscal, la dependencia financiera regional, la independencia regional, la efectividad y eficiencia del ROI y la compatibilidad del gasto directo para analizar el efecto del desempeño financiero en el Índice de desarrollo (IDH). Esta investigación encontró que el IDH en Bone Regency 2010-2019 estuvo influenciado por el índice de compatibilidad del gasto directo.

**Palabras clave:** Reforma financiera, descentralización financiera, gobernanza financiera, HDI, ROI.

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## INTRODUCTION

The success of the development, especially human development, can be assessed by seeing how big the problems in society can be resolved. These problems can be identified through the level of life expectancy, the expectancy of school length and the average length of schooling, expenditure per capita, geometric mean, and arithmetic growth of an area. However, the problem is that the achievements of human development are partially varied, in which certain aspects of development have succeeded, and other aspects of development have failed (Alkaraan: 2018; Dasic et al.: 2020, pp. 1755-1760; Haseeb et al.: 2020, pp. 723-745; Li, Peng, & Lv: 2019, pp. 507-516).

Regional financial reform marked by a change in the development paradigm from a centralized to a desentralistic one (O'Brien: 2019, pp. 3-16). The division of authority into a part of the policy direction is known as regional autonomy. The granting of broad autonomy to the regions is directed at accelerating the realization of community welfare through improved services, empowerment, and community participation (Andhika: 2018, pp. 17-31; Baktybayev: 2020, pp. 1-11). In addition, through autonomy, regional areas are expected to be able to increase competitiveness by taking into account the principles of democracy, equity, justice, privileges, and specificities, as well as potential and regional diversity in the system of the Unitary State of the Republic of Indonesia (Amalia & Purbadharmaja: 2014, pp. 257-263). In order to achieve the goal of regional autonomy, the District Government of Bone must make improvements and changes to the system and structure of regional financial management for the better (Vasylieva et al.: 2018).

Regional autonomy is believed to be the best way to promote regional development because through regional autonomy, autonomy in carrying out development can be carried out effectively and efficiently (Harliyani & Haryadi: 2016, pp. 129-140; Metrick & Rhee: 2018, pp. 153-172). Central government policies that impose regional autonomy are concrete steps in realizing true government decentralization. The purpose of the Central Government to grant autonomy rights to regional governments is to accelerate the realization of community welfare through improved services, empowerment, and community participation. With the transfer of authority from the center, local governments have a greater responsibility to utilize the potential of their regions (Amalia & Purbadharmaja: 2014, pp. 257-263).

The main problem faced by regional financial reforms since the implementation of regional autonomy, there are still many regions, especially Bone regency, which have not been maximal in implementing regional autonomy policies. Almost fifteen years since the implementation of regional autonomy, currently, the financial capacity of the Bone district government is still very dependent on revenues from the central or provincial levels. This can be seen from the level of independence of the Bone district government is still low (Pérez: 2019).

Regional autonomy has mandated local governments to carry out tasks. One of the main tasks of the regional government is explained in the Law on Regional Government Number 23 of 2014, is to carry out autonomy to the maximum extent, except for government affairs, which are government affairs, to improve public welfare, public services, and regional competitiveness. The achievement of human development goals, as reflected in the Human Development Index (HDI), is highly dependent on the government's commitment as a provider of supporting facilities.

**Table (1).** Human Development Index for Bone and South Sulawesi Districts in 2010-2019.

NO.	YEAR	HUMAN DEVELOPMENT INDEX	
		BONE REGENCY	SOUTH SULAWESI PROVINCE
1	2010	59.69	66.00
2	2011	60.21	66.65
3	2012	60.77	67.26
4	2013	61.40	67.92
5	2014	62.09	68.49
6	2015	63.11	69.15
7	2016	63.86	69.76
8	2017	64.16	70.34
9	2018	65.04	70.90
10	2019	65.67	71.66

Source: Processed data from BPS, South Sulawesi

From the table above, it can be seen that in the last ten years, the human development index in Bone Regency is still below the Human Development Index for South Sulawesi Province. Nevertheless, the Human Development Index for Bone Regency continues to increase every year in line with the Human Development Index for South Sulawesi Province

The most crucial element in the administration of governance and development in the regions is to carry out regional financial management properly. It is under development aspirations and demands of the community. To create areas with high human quality, local governments use the APBD to finance development in various sectors. The Bone Regency government must work hard to reduce the poverty rate. The low capacity and capacity of regional financial management will often have adverse effects, namely the low level of services for the community and the inability to increase the HDI. Government performance is often used as a reference in observing the level of public welfare, one of which is financial performance. There are quite a lot of measuring tools to assess the government's financial performance, including the analysis of financial ratios to the Regional Budget (APBD).

From the income side, there are two performance measures, namely revenue growth, which illustrates that the government's performance in obtaining revenue has increased or decreased every year, and the ratio of the degree of decentralization, which describes the level of regional independence. Meanwhile, from the expenditure side, there are also two measurements, namely the growth of expenditure, which is useful to determine the development of expenses from year to year, and the balance of expenditure ratio, which describes the balance between expenditures. Under the preamble to the 1945 Constitution of the Republic of Indonesia, the main ideals of the Indonesian people are to form a government of the Indonesian State which protects the entire Indonesian nation and all the blood of Indonesia and to promote the general welfare and the intellectual life of the nation. Therefore, it is expected from the management of existing revenues and expenditures allocated appropriately for the welfare of the community.

Previous research has proven that there is an effect of financial performance on HDI. Sutaryo (2015) found that the ratio of the degree of fiscal decentralization has a positive impact on HDI, and the ratio of independence has a negative effect on HDI. Meanwhile, the scholars found the influence of the ratio of the degree of fiscal decentralization and the ratio of direct expenditure to HDI (Hariyani & Haryadi: 2016, pp. 129-140). This explains that the increase in the ratio of fiscal decentralization and the ratio of direct expenditure compatibility will also increase the human development index.

## **METHODOLOGY**

### **Type and Data Sources**

This study uses secondary data in the form of a time series in the form of financial reports of the Bone Regency government from 2010-2019. The data used in this study were Bone Regency data is Report on the realization of the Regional Budget for Bone Regency during the 2010-2019 and Human Development Index (HDI) of Bone Regency during the period 2010-2019.

### **Data Analysis**

Financial performance is seen from the ratio of the degree of fiscal decentralization, regional financial dependence, regional independence, the effectiveness of ROI, the efficiency of ROI, and the compatibility of direct expenditures, can be formulated as follows:

### Fiscal Decentralization Degree Ratio

Fiscal decentralization is the delegation of responsibilities and the distribution of power and authority for decision-making in the financial sector, which includes aspects of revenue (tax assignment) and aspects of expenditure (expenditure assignment). The following formula can measure the fiscal Decentralization Degree Ratio.

$$\text{Fiscal Decentralization Degree Ratio} = \frac{\text{Realization of local own Revenue}}{\text{Total Regional Income}} \times 100\%$$

**Table 2.** Criteria for Assessing the Degree of Fiscal Decentralization

Percentage of ROI to Total Regional Income	Criteria for Degree of Fiscal Decentralization
0.00-10.00	Very Poor
10.01-20.00	Poor
20.01-30.00	Fairly
30.01-40.00	Good
40.01-50.00	Very Good
>50	Excellent

Source: (Bisma, Gde, & Susanto: 2010, pp. 75-86)

### Regional Financial Dependency Ratio

The ratio of regional financial dependence shows the level of dependence of local governments on the central government. The following formula can be used to measure the Regional Financial Dependency Ratio:

$$\text{Regional Financial Dependency Ratio} = \frac{\text{Income Transfer}}{\text{Total Regional Income}} \times 100\%$$

**Table (3).** Criteria for Assessment of Regional Financial Dependency

Percentage of Transfer Income to Regional Income	Criteria for Regional Financial Dependency
0.00-10.00	Very Poor
10.01-20.00	Poor
20.01-30.00	Fairly
30.01-40.00	Good
40.01-50.00	Very Good
>50	Excellent

Source: (Bisma, Gde, & Susanto: 2010, pp. 75-86)

### Regional Independence Ratio

The Regional Independence Ratio can be measured by the following formula:

$$\text{Regional Independence Ratio} = \frac{\text{Realization of Local Own Revenue}}{\text{Balancing Fund}} \times 100\%$$

**Table (4).** Criteria for Assessment of Regional Independence

Independence Ratio (%)	Level of Independence
0.00-10.00	Very Poor
10.01-20.00	Poor
20.01-30.00	Fairly
30.01-40.00	Good
40.01-50.00	Very Good
>50.00	Excellent

Source: (Bisma, Gde, & Susanto: 2010, pp. 75-86)

### Regional Original Income Effectiveness Ratio

The ROI effectiveness ratio can be measured by the following formula:

$$\text{Regional Original Income Effectiveness Ratio} = \frac{\text{Realization of Local Own Revenue}}{\text{Regional Original Revenue Budget}} \times 100\%$$

**Table (5).** Criteria for Assessment of LOR Effectiveness

Percentage of Regional Financial Performance	Regional Original Income Effectiveness Criteria
>100	Very effective
90-100	Effective
80-90	Fairly Effective
60-80	Less effective
<60	Ineffective

Source: (Bisma, Gde, & Susanto: 2010, pp. 75-86)

### Regional Original Income Efficiency Ratio

The efficiency ratio of Local Own Revenue can be measured by the following formula:

$$\text{The efficiency ratio of Local Own Revenue} = \frac{\text{Local Original Revenue Collection Fees}}{\text{Realization of Local Own Revenue}} \times 100\%$$

**Table (6).** Criteria for Efficiency Assessment of Local Own Revenue

Percentage of Local Original Revenue Levies against Original Local Revenue	Regional Original Income Efficiency Criteria
>40	Not efficient
31-40	Less Efficient
21-30	Fairly Efficient
10-20	Efficient
<10	Very Efficient

Source: (Mahmudi: 2010)

### Direct Expenditure Match Ratio

The compatibility ratio for direct spending can be measured by the following formula:

$$\text{Direct Expenditure Match Ratio} = \frac{\text{Total Purchases}}{\text{Direct Expenditure}} \times 100\%$$

**Table (7).** ROI Efficiency Assessment Criteria

Percentage of Local Original Revenue levies against Original Local Revenue	Regional Original Income Efficiency Criteria
>40	Not efficient
31-40	Less Efficient
21-30	Fairly Efficient
10-20	Efficient
<10	Very Efficient

Source: (Mahsun: 2006)

To analyze the extent of the influence of financial performance on the Human Development Index (HDI), Bone Regency was analyzed using multiple regression with the following model:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5 + \beta_6 X_6 + e$$

Where:

Y = Human Development Index

$\beta_0$  = Constanta

X1 = Fiscal Decentralization Degree Ratio

X2 = Regional Financial Dependency Ratio

X3 = Regional Self-Reliance Ratio

X4 = Regional Native Income Effectiveness Ratio

X5 = Regional Native Income Efficiency Ratio

X6 = Live Shopping Harmony Ratio

From the regression equation, several tests will be carried out for testing. The testing will be carried out in two stages, namely econometric testing (classical assumption test) and statistical test.

### Operational Variable

- The Human Development Index (Y) measures the overall level of achievement of four dimensions, namely life expectancy, expected length of schooling, and the average length of education, expenditure per capita, geometric mean, and arithmetic growth.
- Degree of Fiscal Decentralization (X1) is a comparison between the actual revenue from the original regional revenue with the total regional revenue.
- Regional financial dependence (X2) is the ratio between transfer income and total regional revenue.
- Regional independence (X3) is a comparison between the realization of the balanced funds and the realization of the balancing funds with the realization of the original regional income
- The effectiveness of local revenue (X4) is a comparison between the realization of revenue from the original region and the budget for the original regional revenue
- The efficiency of local revenue (X5) is a comparison between the cost of collecting Regional Original Revenue and the realization of Total Regional Revenue
- The compatibility of Direct Expenditure (X6) is a comparison of the realization of direct expenditure with total regional expenditure.

## **LITERATURE REVIEW**

### **Regional Autonomy**

The word autonomy comes from the Greek, which is auto which means itself, and nomous means law or regulation (Prianto: 2011). According to the Encyclopedia of Social Science, in its original meaning, autonomy is the legal self-sufficiency of the social body and its actual independence (Pratchett: 2004). The implementation of regional autonomy as regulated in Law no. 22 of 1999 concerning Regional Government and Law no. 25 of 1999 concerning Financial Balance between the Central and Regional Governments will greatly determine the continuity of Indonesia's development that is equitable and just. This became even more intense after the two laws above were revised through Law Number 32 of 2004 concerning Regional Government and Law 33 of 2004.

There are several important principles in the regional autonomy law that need to be understood, including:

- The principle of decentralization is the transfer of government authority by the government to autonomous regions within the framework of the unitary State of the Republic of Indonesia.
- The principle of deconcentration is the delegation of governmental authority by the government to the governor as the government's representative and/or to vertical agencies in certain areas.
- Financial balance between central and regional governments is a government financing system within the framework of a unitary state, which includes financial sharing between central and regional governments as well as the equitable distribution between regions in a proportional, democratic, fair, and transparent manner by taking into account the potentials, conditions, and needs of the regions, in line with the obligations and distribution of authority as well as the procedures for exercising said authority, including the management and supervision of its finances.

### **Regional Financial Reform**

Regional financial reforms began to be implemented after the enactment of Law no. 22 of 1999 and Law no. 25 of 1999. As a concrete effort, the government issued PP no. 105 of 2000 concerning the management and accountability of Regional Finance and PP. 108 of 2000 concerning the Accountability of Regional Heads in Regional Financial Management. Meanwhile, technical instructions and implementation instructions for PP No. 105 of 2000, as well as to gradually change the bookkeeping model as in the Regional Financial Administration Manual into an accounting system, the government issued Kepmendagri No. 29 of 2002, which marked an era of transition from autonomy to an ideal system. According to the scholar, the main aspects of regional financial reform include changes to the budget system, changes in regional financial management institutions, changes in the accounting system, and changes in accounting basis (Pérez: 2019).

### **Governance**

The Scholar from Indonesia argues that the reason for the government to carry out governance, the existence of good governance arises because of irregularities in the implementation of democratization so as to encourage citizen awareness to create a new system or paradigm to oversee the running of government so that it does not deviate from its original goal (Wasistiono: 2003). The demand for realizing a state administration capable of supporting the smooth and integrated implementation of the duties and functions of state administration and development can be realized by practicing good governance (Rahim: 2019, pp. 133-142). The three pillars of basic elements that are interrelated with each other in realizing good governance are as follows; first, transparency, namely openness in government, environmental, economic, and social management; second, participation, namely the application of democratic decision-making and recognition of human rights, freedom of the press and freedom of expression/aspirations of the public, and the last is accountability, namely the obligation to report and answer from those entrusted with the mandate to account

for the success or failure of the trustee until the one who gives the mandate is satisfied, and if it does not exist or is not satisfied, it can be subject to sanctions (Osborne & Gaebler: 1992).

### **The Effect of Governance on Financial Management**

The influence of governance on financial management, according to Scholars, suggests that regional financial management demands greater accountability and transparency while still paying attention to the principles of fairness and appropriateness (Halim & Kusufi: 2012; Sutduean, Harakan, & Jermstittiparsert: 2019, pp. 711-719; Fahmi: 2017, pp. 69-86). Meanwhile, Law no. 33 of 2004 Article 66 paragraph 1 states that regional finances must be managed in an orderly manner, obeying laws and regulations, efficient, economical, effective, transparent, and responsible with due regard for justice, appropriateness, and benefits for the community. Therefore, regional financial management is implemented with an output-oriented performance approach, using the concept of value for money and the principles of good government governance. Local governments carry out the mandate of the community in the form of regional financial management, which is required to be transparent and accountable in their responsibilities.

Transparency of information, especially financial and fiscal information, must be carried out in a form that is relevant and easy to understand. One of the important accountabilities related to regional financial management is financial accountability. Financial accountability is the responsibility of public institutions to use public funds (public money) economically, efficiently, and effectively, no waste and leakage of funds, and corruption. Financial accountability is very important because it is the main focus of society. This accountability requires public institutions to produce financial reports to describe the financial performance of the organization to outside parties.

Financial accountability is related to avoidance of public and public abuse. The stages in financial accountability, starting from the formulation of a financial plan (budgeting process), implementation and financing of activities, evaluation of financial performance, and implementation of reporting. In other words, accountability involves the obligation to present and report on regional financial management into regional financial reports. Financial reports are one of the tools to facilitate the creation of transparency and public accountability. Local government financial reports are presented in a comprehensive manner. The scholar suggests the same thing that state and regional finances are managed effectively and efficiently through good governance, which has three main pillars, namely: transparency, accountability, and participation (Ahmad: 2011).

### **The Effect of Financial Information Systems on Financial Management**

The influence of financial information systems on financial management according to PP No.56 of 2005 article 1 point 15 that the Regional Financial Information System hereinafter is abbreviated as SIKD documents, administers, and processes regional financial management data and data related to IAN into the information presented to the public and as retrieval decisions in the framework of planning, implementing and reporting the accountability of local governments. According to scholar states that the Regional Financial Information System is a system that documents, administers, and processes regional financial management data and other related data into the information presented to the public and as decision making in the framework of planning, implementation and accountability, and regional government (Ahmad: 2011).

### **The Effect of Regional Financial Management on Financial Performance**

The influence of regional financial management on financial performance according to Government Regulation Article 4 No.105 of 2000 affirms that regional financial management must be carried out in an orderly manner, obeying the prevailing laws and regulations, efficient, effective, transparent, and responsible with due regard for justice and justice. Obedience. If the management of regional finances is carried out properly in accordance with the regulations that have been set, it will certainly improve the financial performance of the region itself.



Scholars state that performance is a manifestation of the obligation to account for the success or failure of the implementation of the organization's mission in achieving the goals and objectives that have been determined by a coverage medium which is carried out periodically (Shen: 2019, pp. 160-177). This is clarified by scholars who state that the facts in the field show that the uncertainty of human resources from the regions is one of the causes of poor regional financial management so that it will affect the financial reports of regional governments and unsatisfactory regional performance (Arun & Kamath: 2015, pp. 267-287).

## RESULTS

### Financial Performance of Bone Regency

#### Fiscal Decentralized Degree Ratio

Table 8 shows the ratio of the degree of budgetary decentralization of Bone Regency in 2014-2019. From the table, it can be seen that the calculation results of the realization of ROI to total regional income. The ratio of the highest degree of fiscal decentralization occurred in 2017, amounting to 12.74% with the criteria of Less, and the lowest occurred in 2012, amounting to 2.58% with very few criteria.

**Table ( 8).** Fiscal Decentralization Ratio in Bone District 2010-2019

Year	Realization of locally-generated revenue (IDR)	Total Regional Income (IDR)	DDF (%)	Criteria
2010	34,842,143,750	850,738,458,365	4.10	Very poor
2011	34,414,657,470	1,073,188,982,278	3.21	Very poor
2012	52,347.658.041	2.029.858.759.325	2.58	Very poor
2013	85.874.602.729	1.392.738.913.074	6.17	Very poor
2014	155.427.196.666	1.534.647.762.585	10.13	Poor
2015	159,866,219,584	1,870,233,204,846	8.55	Very poor
2016	180,156,598,903	2,042,529,174,855	8.82	Very poor
2017	280,478,099,485	2,201,699,676,660	12.74	Poor
2018	214,246,216,580	2,251,443,046,555	9.52	Very poor
2019	230,462,302,384	2,443,398,577,701	9.43	Very poor
Average			7.52	Very poor

Source: BPKAD of Bone regency (2020)

Based on the average level of fiscal decentralization in Bone Regency is 7.52%, so that it is classified according to the assessment criteria for the level of DDF from Bone Regency, which is still very low. The high level of dependence of the Bone Regency government through revenue optimization is indicated by the contribution of ROI in supporting regional revenue, which still has a high dependence on the balance of funds sourced from central transfers to finance local development. In the future, Bone Regency must continue to strive to increase its original regional income by exploring new regional potentials and developing regional potentials that have been running.

#### Regional Financial Dependency Ratio

Based on the ratio of regional financial dependence in Bone Regency during 2010-2019, it can be seen from the results of calculating the realization of transfer income to total income can be explained in the following table:

**Table (9).** Regional Financial Dependency Ratio in Bone Regency 2010-2019

Year	Transfer Income (IDR)	Total Regional Income (IDR)	KKD	Criteria
2010	790,475,637,615	850,738,458,365	92.92	Very high
2011	1,005,209,296,648	1,073,188,982,278	93.67	Very high
2012	1,120,827,516,559	1,198,004,102,131	93.56	Very high
2013	1,267,459,798,385	1,392,738,913,074	91.00	Very high
2014	1,352,154,495,205	1,534,647,762,585	88.11	Very high
2015	1,681,959,961,862	1,870,233,204,846	89.93	Very high
2016	1,851,334,386,992	2,042,529,174,855	90.64	Very high
2017	1,921,221,577,175	2,201,699,676,660	87.26	Very high
2018	1,952,682,173,754	2,251,443,046,555	86.73	Very high
2019	1,768,878,721,592	2,443,398,577,701	72.39	Very high
<b>Average</b>			<b>88.62</b>	<b>Very high</b>

Source: BPKAD of Bone regency (2020)

The highest regional financial dependency ratio is shown in table 9. In 2013, it was 93.67% with very high criteria, and the lowest in 2019 was 72.39% with very high criteria. The average level of regional financial dependence of Bone Regency on the central government shows a very high percentage of 88.62%. Nevertheless. When viewed in table 8. From 2016 to 2019, the value of the regional financial dependency ratio has continued to decline. From this data, it can be seen that in 2017-2019 Bone District continues to strive to optimize local revenue and slowly reduce the level of dependence on the center.

### Regional Independence Ratio

Based on the regional independence ratio of Bone Regency during 2014-2019, it can be seen from the results of the calculation of the realization of ROI against the balance funds in table 10. The highest independence ratio in 2017 was 18.54%, with the criteria of Less, and the lowest self-reliance ratio occurred in 2011 at 4.52% with very few criteria. The average ratio of the regional independence level of Bone Regency is 10.85%, classified according to the criteria for assessing regional financial independence.

**Table (10).** Regional Independence Ratio of Bone Regency

Year	Realization of Local Own Revenue	balancing fund	KD	Criteria
2010	34,842,143,750	663,025,748,323	5.26	Very poor
2011	34,414,657,470	761,561,809,210	4.52	Very poor
2012	52,347,658,041	1,120,827,516,559	4.67	Very poor
2013	85,874,602,729	1,022,606,590,153	8.40	Very poor
2014	155,427,196,666	1,083,624,984,390	14.34	Poor
2015	159,866,219,584	1,242,614,366,711	12.87	Poor
2016	180,156,598,903	1,540,620,696,554	11.69	Poor
2017	280,478,099,485	1,512,633,984,416	18.54	Poor
2018	214,246,216,580	1,548,309,677,324	13.84	Poor
2019	230,462,302,384	1,603,392,651,884	14.37	Poor
<b>Rata-Rata</b>			<b>10.85</b>	<b>Poor</b>

Source: BPKAD of Bone regency (2020)

The independence of regional finances shows the ability of local governments to finance government activities. Development and services to people who have paid taxes and levies as a source needed by the region finance regional expenditure (Halim & Kusufi: 2012; Fahmi: 2017, pp. 69-86).

### Regional Original Income Effectiveness Ratio

Based on the effectiveness ratio of ROI in Bone Regency during 2010-2019, it can be seen from the results of the calculation of the realization of ROI against the ROI budget that can be explained in table 11.

**Table (11).** Effectiveness Ratio of Bone District ROI 2010-2011.

Year	Realization of ROI	Regional Original Revenue Budget	EFK ROI	Criteria
2010	34,842,143,750	48,376,884,906	72.02	less effective
2011	34,414,657,470	60,437,507,664	56.94	very less effective
2012	52,347,658,041	56,478,477,710	92.69	Effective
2013	85,874,602,729	85,927,449,932	99.94	Effective
2014	155,427,196,666	149,205,060,559	104.17	Very effective
2015	159,866,219,584	156,421,992,399	102.20	Very effective
2016	180,156,598,903	177,333,582,070	101.59	Very effective
2017	280,478,099,485	267,173,137,100	104.98	Very effective
2018	214,246,216,580	199,472,831,779	107.41	Very effective
2019	230,462,302,384	208,169,739,391	110.71	Very effective
<b>Average</b>			<b>95.26</b>	<b>Effective</b>

Source: BPKAD of Bone regency

The highest effectiveness ratio occurred in 2019, reaching more than 100% of 110.71% of the set budget. The lowest effectiveness ratio occurred in 2011 at 56.94%, with very few effective criteria. This is due to the revenue realization far below the target. The average ROI effectiveness ratio from 2010-2019 was 95.26% with effective criteria. The district's ROI ratio has continued to increase from year to year. It can be said that the use of the public budget has reached the predetermined target.

### Regional Original Income Efficiency Ratio

The efficiency ratio of Locally-generated revenue in Bone Regency during 2010-2019 is shown in table 12.

**Table (12).** Locally generated revenue Efficiency Ratio in Bone District 2010-2019

Year	Local Original Revenue Collection Fees	Realization of Local Own Revenue	EFS ROI (%)	Criteria
2010	4,589,042,921	34,842,143,750	13.17	Efficient
2011	6,071,368,680	34,414,657,470	17.64	Efficient
2012	4,630,087,737	52,347,658,041	8.84	Very efficient
2013	4,630,087,737	85,874,602,729	5.39	Very efficient
2014	6,106,868,792	155,427,196,666	3.93	Very efficient
2015	12,989,946,369	159,866,219,584	8.13	Very efficient
2016	13,855,657,746	180,156,598,903	7.69	Very efficient
2017	13,912,737,125	280,478,099,485	4.96	Very efficient
2018	53,603,467,457	214,246,216,580	25.02	Fairly Efficient
2019	57,213,041,857	230,462,302,384	24.83	Fairly Efficient
<b>Average</b>			<b>11.96</b>	<b>Efficient</b>

Source: BPKAD of Bone regency

The highest Bone Regency efficiency ratio occurred in 2018 at 25.02%, with the criteria being quite efficient. This happens because the cost of obtaining ROI is increasing. The increase in the cost of collecting ROI was not without reason. The increase in levies is carried out to improve facilities and infrastructure in terms of improving service facilities in collecting taxes and levies by using a system that is faster and easier and is offset by local revenue, which continues to increase. The lowest efficiency ratio occurred in 2014 at 3.93%, criteria for very efficient. This occurs because the costs spent to obtain ROI are still very minimal or very efficient criteria. The average efficiency ratio is 11.96% with efficient criteria.

### Direct Expenditure Match Ratio

The compatibility ratio of direct expenditure in Bone Regency in 2010-2019 and the calculation of the realization of direct expenditure compared to the total expenditure is shown in table 13.

**Table (13).** The compatibility ratio of direct expenditure in Bone Regency 2010-20

Year	Total Expenditure	Direct Expenditure	KBL (%)	Criteria
2010	750,627,490,227	191,839,956,193	25.56	Less compatible
2011	984,657,760,653	289,317,565,619	29.38	Less compatible
2012	1,151,777,016,764	383,299,636,932	33.28	Less compatible
2013	1,318,896,272,874	477,281,708,245	36.19	Less compatible
2014	1,420,624,242,205	512,975,940,832	36.11	Less compatible
2015	1,628,536,353,930	649,340,477,249	39.87	Less compatible
2016	1,728,422,255,473	748,916,909,315	43.33	Fairly compatible
2017	1,865,845,817,982	918,018,034,543	49.20	Fairly compatible
2018	1,833,851,263,823	814,785,020,912	44.43	Fairly compatible
2019	1,907,934,564,072	897,388,098,850	47.03	Fairly compatible
Average			38.44	Less compatible

Source: BPKAD of Bone Regency

The lowest compatibility ratio for direct expenditure was 25.56%, with inconsistent criteria. Meanwhile, the highest direct expenditure compatibility ratio occurred in 2016, amounting to 49.20 criteria, which are quite harmonious. The average direct expenditure compatibility ratio for the district in 2010-2019 was 38.44%, with the criteria being quite compatible with the total expenditure of Bone Regency. The Bone Regency government needs to carry out systematic and continuous supervision and control to anticipate the occurrence of deviations from the funds that will be allocated to direct and indirect expenditures.

### The Effect of Financial Performance on the Human Development Index

Estimates of the influence of financial performance on the Human Development Index in Bone Regency are shown in the following table:

**Table (14).** Estimation of Regression Equations

Independent Variable	Coefficient	Std. Error	t-Statistic	Prob
Constant	52.339	4.911	10.657	0.002
DDF	0.342	0.371	0.922	0.424
KKD	-0.004	0.044	-0.012	0.933
KD	-0.18	0.282	-0.421	0.568
EFK ROI	0.027	0.017	0.228	0.200
EFS ROI	0.085	0.028	0.324	0.056
KBL	0.166	0.048	0.616	0.041
F- Count	33.98			
F-Table	6.16			
T-Table	2.132			
Adjusted-R <sup>2</sup>	0.985			

## DISCUSSION

### Determinacy R2 (Adjusted-R2)

The analysis results obtained from the coefficient of determination amounted to 0.985. The value of 0.985 is a variation of the change in HDI, which is explained by six regional financial performance variables, namely the ratio of the degree of fiscal decentralization. The ratio of regional independence. ROI effectiveness ratio. ROI efficiency ratio and the direct expenditure compatibility ratio have an effect of 98.5% on the Human Development Index in Bone Regency. At the same time, the remaining 2.5% is described by other variables not included in this research model.

### F test

From the results of multiple linear regression analysis, it is obtained that the F-count value is 33.98 and the F-Table at the 95% confidence level or  $\alpha = 5\%$  is 6.16, thus  $F\text{-Count} > F\text{-Table}$  ( $33.98 > 6.16$ ). Then  $H_0$  is rejected, meaning the ratio of DDF.KKD.KD.EFK ROI. EFS ROI. and KBL together (simultaneously) have a significant effect on HDI in Bone Regency during the 2010-2019 period.

### t-Test

The ratio of the degree of fiscal decentralization has no significant effect on HDI, with a probability value of 0.424. The coefficient value is 0.342. When viewed from the value of local revenue, each year continues to increase. However, the total regional income has fluctuated each year as a result of the transfer value of the central and provincial governments, which are still high and uncertain each year.

The regional financial dependency ratio has no significant effect on HDI, with a probability value of 0.9333. The coefficient value is -0.004. The high ratio of financial dependence on central government assistance will not affect the provision of public services because transfer revenues are used to cover indirect expenditure items that cannot be fulfilled solely by ROI. If the provision of public services is also not affected. Likewise, with HDI. The HDI, as measured by the provision of public services, will also not be affected by transfer revenues.

Regional Independence Ratio has no significant effect on HDI with a probability value of 0.568. Coefficient value -0.18. A negative and insignificant relationship can be concluded that the independence of Bone Regency explains the contradictory relationship between HDI and the Regional Independence Ratio or in other

words, the higher the value of the regional independence ratio, the HDI value in Bone Regency will decrease or vice versa if the value of the regional independence ratio decreases it will increase Human Development Index.

ROI effectiveness ratio has no significant effect on HDI with a probability value of 0.200. The coefficient value is 0.027. From these results, it can be seen that the value of ROI that exceeds the predetermined revenue target does not affect public services to increase HDI. Therefore, HDI, as an illustration of the government's success in available service provision, will also have no effect.

ROI Efficiency Ratio has no significant effect on HDI, with a probability value of 0.056. The coefficient value is 0.085. a positive but insignificant relationship can be concluded that the more efficient the realization of the ROI collection costs on the realization of ROI, this condition encourages the creation of people's welfare.

The compatibility ratio for direct expenditure has a significant effect on HDI with a probability value of 0.041 and a variable coefficient value of 0.166. A positive directional relationship means that if an increase of 1%, the compatibility ratio of direct spending will increase the HDI value by 0.1610%. The success of human development in an area cannot be separated from the amount of budget allocated for the needs of the region and enhanced human development. Good public health and education can be fulfilled through the allocation of government spending in the education and health sectors. By increasing the allocation of government spending in this sector, it can improve human development.

## **CONCLUSION**

The financial performance of the Bone Regency government during the 2010-2019 period based on the calculation of financial ratios is as follows, the degree of fiscal decentralization criteria is very less, the dependency on regional financial criteria is very high, the criteria for regional independence are Less, ROI Effectiveness Effective Criteria, ROI Efficiency Ratio criteria for efficient, and the harmony of direct expenditure criteria is not suitable

The compatibility ratio of direct spending has a positive and significant effect on the Human Development Index (HDI) of Bone Regency. While regional financial decentralization ratio, regional financial dependence, regional independence, the effectiveness of ROI, and Efficiency of ROI in the Bone Regency had no significant effect on Human Index Development in Bone regency.

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### **BIODATA**

**A.I. WALINONO:** The current affiliation of Andi Muhammad Iqbal Walinono is Universitas Hasanuddin, Indonesia; E-mail: iqbal.walinono@yahoo.com; ORCID: <https://orcid.org/0000-0002-7718-7008>

**A.R. KADIR:** The current affiliation of Abdul Rahman Kadir is Universitas Hasanuddin, Indonesia; E-mail: rahmankadir90@yahoo.com; ORCID: <https://orcid.org/0000-0002-5527-6018>

**A.I. ANWAR:** The current affiliation of Anas Iswanto Anwar is Universitas Hasanuddin, Indonesia; E-mail: aianwar@fe.unhas.ac.id; ORCID: <https://orcid.org/0000-0002-1801-8730>

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# Integrating process for agro-ecotourism marketing of Sam Ruean community, Thailand

*Proceso de integración para la comercialización del agroecoturismo  
de la comunidad de Sam Ruean, Tailandia*

**S. KONGDIT**

<https://orcid.org/0000-0002-0995-8966>  
sukhum.k@mutsb.ac.th  
Rajamangala University of Technology  
Suvamabhum, Thailand

**T. RATANAPONGTRA**

<https://orcid.org/0000-0001-9690-9187>  
thanarat.r@mutsb.ac.th  
Rajamangala University of  
Technology Suvamabhum, Thailand

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### ABSTRACT

The objectives of this research are 1) to study the model and strategy of agro-ecotourism of the Sam Ruean community, 2) to study the integration process of special interest tourism marketing to create a niche market-based tourism network, and 3) to propose the integrating process of the agro-ecotourism marketing. The samples were community tourism stakeholders. The study results can be summarized as follows: The integrating process of the agro-ecotourism marketing of the Sam Ruean community revealed that they have a tourism marketing model that could be linked to two specific marketing types.

**Keywords:** Marketing integration, agricultural ecotourism, Phra Nakhon Si Ayutthaya, cultural heritage.

### RESUMEN

Los objetivos de esta investigación son 1) estudiar el modelo y la estrategia de agroecoturismo de la comunidad Sam Ruean 2) estudiar el proceso de integración del marketing turístico de interés especial para la creación de una red de turismo de nicho de mercado; y 3) proponer el proceso integrador de la comercialización del agroecoturismo. Las muestras fueron partes interesadas del turismo comunitario. Los resultados del estudio se pueden resumir de la siguiente manera: El proceso de integración del marketing de agroecoturismo de la comunidad de Sam Ruean reveló que la misma tiene un modelo de marketing turístico que podría vincularse a dos tipos de marketing específicos.

**Palabras clave:** Integración de marketing, ecoturismo agrícola, Phra Nakhon Si Ayutthaya, patrimonio cultural.

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## INTRODUCTION

Thailand is a country rich in natural resources that are beautiful and suitable for ecotourism that can be combined with agro-tourism that brings income into the country. By the Tourism Authority of Thailand (TAT) included tourism (income No. 1) and agriculture (income No. 2) together. The result is that tourists can tour and see agricultural products as well as learning the culture of the people in the area and as a good choice for people in the city and foreigners who come to see the way of life of the villagers they never known. One of the activities in the Amazing Thailand campaign is Thai agriculture or Amazing Agricultural Heritage, which is divided into smaller activities: 1. Rice Cultivation 2. Cutting Flowers 3. Fruit Gardening (Horticulture) 4. Vegetable Gardening, 5. Herb Gardening 6. Animal Farming 7. Products Festival.

The researchers, therefore, developed a plan for the development of eco-tourism with the participation of Sam Ruean in the year 2015 by studying the tourism patterns and activities suitable for the area in order to develop agricultural ecological tourism routes for both land and water of Sam Ruean community and presented the route and model of agricultural eco-tourism with community participation using the concept of agricultural eco-tourism and concept of participation in research studies. This operation resulted in the development of the participatory agricultural eco-tourism route of the Sam Ruean community in 2016, which laid the foundation for natural resources, culture, and environmental learning that allows tourists to learn about abundant natural resources. Furthermore, the development of the agricultural ecological tourism route with participation also helped the community and schools in the area learn about natural resource management, including understanding the correct conservation practices and make natural resources sustainable in the area (Haukeland, 2011; Kongdit et al.: 2017; Ratanapongtra et al.: 2020).

The results of the study over the past two years led the researchers and people involved in the research in the community found that guidelines for the development of agricultural eco-tourism of the Sam Ruan community had clear goals and directions for development, including the form of tourism activities resulting from the participation of the community in the design, the identity and the uniqueness of the lifestyle of Sam Ruan community were presented with great interest. However, the whole process lacked a suitable marketing promotion channel to make tourism of the Sam Ruan community to be known to tourists who are widely interested in this unique form of tourism and access. In this regard, considering the trend of world tourism in 2017 stating that future tourists tend to look for tourist destinations that are traditional in life and culture, in line with TAT's 2017 market direction, which is: Promoting Thainess deep into the Local Experience to distribute income to local communities. (TAT Institute of Tourism Research Center, 2016) in line with the guidelines for the development of agricultural eco-tourism of the Sam Ruan Community that has developed tourism routes and community tourism activities resulting from the adoption of the traditions of life, agriculture, and their own cultural capital to be presented as an interesting tourism product

From the importance of the tourism marketing promotion mentioned above, the researchers had a discussion with the Sam Ruean Subdistrict Administrative Organization, villagers accommodating in agricultural eco-tourism, and villagers from the agricultural eco-tourism group of Sam Ruean community through a forum to restore the research data in 2016 which found that issues in tourism development of the Sam Ruean community that have not yet been fully completed are marketing promotion issues. This was because the community has already obtained tourism routes and tourism activities suitable for the area, but the community should still be promoted to knowledgeable about marketing management so that their tourism products can enter the tourist group. (Khampuanbutra, 2014; Nawatnatee et al.: 2017) Thus, creating a suitable marketing study question for the agro-ecotourism of the Sam Ruean community was a study that presents the process of integrating marketing as a tourism network for the area that comes from the development of tourism styles based on local potential and identity to be a new alternative for tourists by searching for the target market of agricultural eco-tourism (Agro-Ecotourism) among Thai and foreign tourists and the process of distributing income gained from agro-ecotourism to the foundation economy and marketing channels that are suitable for the marketing of the area with the objectives to study the model and strategy of agricultural eco-tourism marketing of the Sam Ruean community, to study links for tourism marketing, special interests, and creating a niche-market tourism network and to propose a process of linking the agricultural eco-tourism marketing of the Sam Ruean community. The objectives of this research are 1) to study the model and strategy of agro-ecotourism of the Sam Ruean community, 2) to study the integration process of special

interest tourism marketing and the creation of a niche market-based tourism network, and 3) to propose the integrating process of the agro-ecotourism marketing.

## **LITERATURE REVIEW**

The principles of sustainable tourism management can be summarized into the concept used in this study as Sustainable tourism focuses on the resources including environment, traditions, culture, and the way of life of the local people that emphasizes balance in all dimensions. It is a form of tourism that uses resources properly, focusing on resource conservation, including benefits to the local community and returns back to local tourism and environmental resources (Kaewsuriya, 2001; Poonphiphat, 2002)

The importance of marketing mix, which can be concluded that is critically necessary and important as it is a process that aims at meeting the needs and satisfaction of tourists in terms of products and services, price, channels, distribution channel, marketing promotion, purchase process, physical and personnel management in the organization, product composition including business cooperation. When tourists purchase products or services, it gives tourists an impression. If there is an error that occurs with tourists, the market mix can be kept as information for development in various fields. (Pimonsompong, 2005; Jittangwattana, 2006)

In conclusion, the definition and meaning of agricultural tourism can be summarized as follows: Agro-ecotourism refers to tourism using agriculture as a tourism attraction, including the introduction of agriculture to create tourism activities where tourists can travel to agricultural areas to admire the beauty, fun including participating in activities to exchange knowledge with the owner of the tourist attraction and also gain knowledge and new experiences that can create a better understanding of the agricultural methods and values of the respective tourist destinations through agricultural tourism activities. (Thailand Institute of Scientific and Technological Research, 1999; Srisomyong, 2005; Kaewsuriya, 2001; Sattarattanajakorn, 2007)

Designated Areas for Sustainable Tourism Administration (Public Organization) or DASTA in Thailand (2015) determined the criteria for community-based tourism management as five major areas: 1. Community tourism groups with sustainable management; 2. Community-based tourism has distributed benefits to the local area. Society and quality of life; 3. Community-based tourism conserves and promotes cultural heritage; 4. Systematic and sustainable management of natural resources or the environment, and 5. Services and safety. Many researchers mentioned community-based tourism as the community is truly involved in tourism management starting from the determination of community pattern and conditions, group rules, income distribution, cultural and historic resource management, lifestyle and environment, and the adaptation of resources developing into tourism activities focused on creating shared experiences between tourists and communities (Kongdit & Ratanapongtra, 2017; Ratanapongtra et al.: 2017).

## **METHODOLOGY**

The process of change and acceptance of the target community in the research of the integrating process for Agro-ecotourism Marketing of Sam Ruean Community in Ayutthaya World Cultural Heritage, Thailand, deployed a combination of research methods, including quantitative research, qualitative research, and participatory action research (PAR) with the following research steps:

- 1) Held a large group meeting to clarify a niche-tourism marketing operation plan
- 2) Organized a training workshop to provide knowledge on the niche- tourism marketing to Sam Ruan Sub-district Administrative Organization, a group of villagers piloting in arranging accommodation in agro-ecotourism, and a group of villagers piloting in the management of agro-ecotourism of the Sam Ruan community.
- 3) Studied marketing models that are suitable for ecotourism and agriculture with other places with similar contexts.
- 4) Jointly analyzed the marketing mix (4 P's), agricultural eco-tourism that is suitable for the area. The participants in the analysis were the researchers, Sam Ruan Sub-district Administrative Organization, a group

of villagers piloting in arranging accommodation in agro-eco-tourism, and a group of villagers piloting in the management of agro-ecotourism of the Sam Ruan community.

5) Jointly analyzed tourism SWOT and TOWS Matrix to propose tourism marketing strategies by participants in the analysis, namely the researchers, Sam Ruan Sub-district Administrative Organization, a group of villagers piloting in arranging accommodation in agro-ecotourism and a group of villagers piloting in the management of agro-eco-tourism of the Sam Ruan community, Ayutthaya Tourism and Sports and the Tourism Authority of Thailand, Phra Nakhon Si Ayutthaya Office.

6) Studied the method of linking tourism marketing of special interests and how to build a niche tourism network by participants in the analysis, namely the research team, Sam Ruan Sub-district Administrative Organization, a group of villagers piloting in arranging accommodation in agro-ecotourism and a group of villagers piloting in the management of agro-eco-tourism of the Sam Ruan community, Ayutthaya Tourism and Sports and the Tourism Authority of Thailand, Phra Nakhon Si Ayutthaya Office

7) jointly established a community-based tourism network in Phra Nakhon Si Ayutthaya province to link the tourist attractions of the Sam Ruan community to marketing in the form of network marketing

8) Organized promotion activities for tourism in the area through organizing educational trips within the community to the tourism network group, media representatives, and travel agencies by focusing on target groups of youth and both Thai and foreign tourists interested in local wisdom and agriculture. As a sequence, these target groups can use the information that has been presented in various media, including creating marketing channels that are appropriate and able to reach the target audience

9) Proposed an innovative agro-ecotourism marketing integration that is suitable for the area and meets the needs of the community to cause efficient and sustainable local tourism through a true community-managed network marketing management.

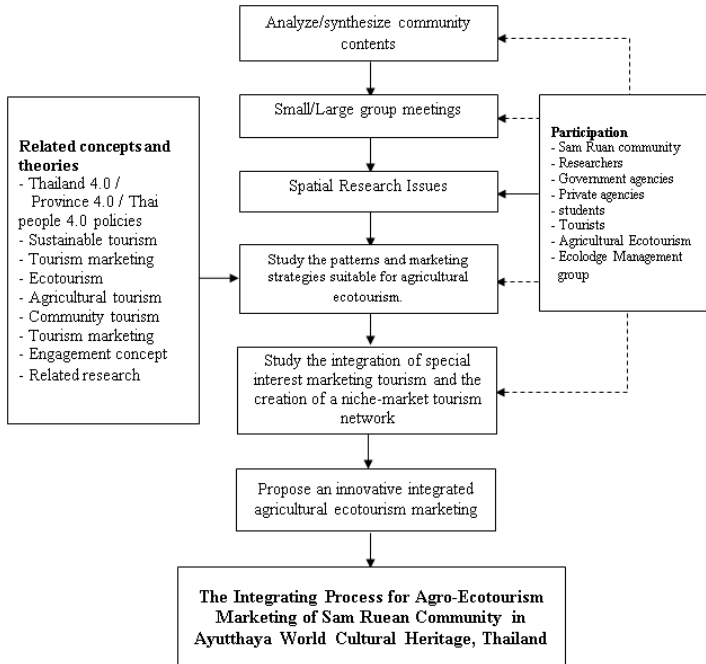


Figure 1. Research framework

## RESULTS

### Model and strategy of agro-ecotourism of the Sam Ruean community

The large group meeting organizing resulted in a common conclusion between communities, local authorities, and researchers, which found that the study of marketing models suitable for agro-ecotourism and elsewhere with a similar context to Sam Ruean used study tour method to study examples of successful tourist destinations in tourism management and tourism marketing by conducting a study tour in Ang Thong province agricultural tourism sites such as the Royal Initiative Farm Project, Nong Rahan Chin and Into Farm. From the study tour, it was found that the community had more knowledge of marketing and can be applied to marketing in the community and from the organizing of a large group meeting to define a marketing strategy by choosing from a SWOT Analysis with the TOWS Matrix principle, it was found that Sam Ruean community will use proactive strategy in the implementation of marketing activities that can be linked to two specific tourism marketing: 1) single marketing through community management with marketing tools that are suitable for the community, such as creating a Facebook fan page to provide community tourism information to various partners who are responsible for marketing such as the Tourism Authority of Thailand, etc., and 2) Travel network marketing by offering itself to join the network and accelerating the strength of the network focusing on specialized tourism marketing links, organizing activities to promote tourism marketing in the area by providing educational trips for youth, Thai and foreign tourists, media and travel agencies, etc. Both forms must aim at creating satisfaction and impressive experiences for tourists by organizing new tourism activities such as food tourism, health tourism, etc.

### Integration of tourism marketing of special interests and a niche tourism network

The integration of tourism marketing of special interests received from organizing meetings to study on methods to integrate tourism marketing of special interests with the participants consists of researchers, Sam Ruean Sub-district Administrative Organization, a group of villagers piloting in arranging accommodation in agro-eco-tourism ad a group of villagers piloting in the management of agro-ecotourism of the Sam Ruean community, Ayutthaya Tourism and Sports and the Tourism Authority of Thailand, Phra Nakhon Si Ayutthaya Office. It was found that marketing of tourism in the Sam Ruean community requires a new marketing process that could link tourism networks to the area by using good things in the community in areas such as the way of life, tradition and culture, local wisdom, and natural resources in the community to develop into a tourism product through the creation of a unique but flexible community tourism program that can be adjusted according to the suitability and the needs of the tourists and the results of the study on methods for creating a niche market-based tourism network from meetings to mobilize opinions of stakeholders in tourism management in the Sam Ruean community revealed that Sam Ruean should have a marketing management process by joining the tourism network at the provincial level to be the starting point for public relations work to the community of Sam Ruean to be known more. The study of the tourism network in Phra Nakhon Si Ayutthaya province found that Phra Nakhon Si Ayutthaya province has not yet established or gathered any form of tourism network until September 23, 2017, a discussion under the name "Lunchbox Championships under the trees" which was a grouping of leaders of the tourism community in Phra Nakhon Si Ayutthaya province. The format of the meeting was to use the circulation of events in various communities. Sam Ruean community, therefore, offered itself to join the network and would like to propose to host an event to promote tourism in the Sam Ruean community. The 14 community members in the network are namely Ban Lat Chado Community, Ban Sai Noi Community, Ban Bang Sai Community, Ban Plub Community, Ban Pom Community, Klong Takian Community, Phukhaothong Community, Ban Khor Kert Community, Ban Uthai Community, Khor Rean Community, Ban Rang Chorakae Community, Ban Pho community, Khlong Chik community, and Sam Ruean community. The way merging to establish a community-based tourism network in Phra Nakhon Si Ayutthaya province revealed the facts related to the community tourism network as follows: 1. Get happiness; 2. Get youth return home; 3. Get better income and economy; 4. Get exchange learning; 5. Get the preservation of unique cultures in each area, and 6. Get cooperation and harmony from grouping into a network

According to the community tourism network meeting in Phra Nakhon Si Ayutthaya province, it was found that the marketing tools used by the network in marketing communication with tourists, namely 1. Online media

(IT); 2. Professional salespeople including local tour entrepreneurs, ABT Journeys and Ayutthaya Boat and Travel company as mentors; 3. Public relations Ayutthaya community-based tourism network that there should be a variety of public relations channels that can be done through the community itself and the use of networks in public relations; 4. Accountants to take care of the finance for the network to be used in the following activities; 5. Network coordinator; 6. Producers responsible for the production of tourism programs of the network to present through various distribution channels and 7. Managers in the network provide flexibility in decision-making in areas that require speedy management.

Phra Nakhon Si Ayutthaya tourism network had a conclusion to create a joint selling point by using "Lunchbox" as a common selling point by making the community aware of the following factors:

1. Flavor is important for tourists to taste and impress the food. Therefore, the food in each community must be cooked intently in order to attract tourists with the flavor and then announce through various channels such as via social media, by word of mouth, etc.

2. Environmental conservation with lunchbox service is to reduce the use of polluted resources and to protect the environment itself as well.

3. Participation and lunchbox service through the concept of community participation for the people in the community to cook one lunchbox each house is a distribution of income to the community thoroughly instead of cooking food for tourists one by one.

4. Value creation in various areas as follows. 1. Using Story Telling by merging stories of local wisdom, cultures, and ways of life to allow the tourists to see the value of cooking with local identity; 2. Safe Food that the food to serve tourists in the lunchbox is free of MSG; 3. Self-garden vegetable picking, which is in addition to being an activity that tourists are interested in, is also a way for tourists to learn how to do and divide in each locality. Such activities are activities that can create a good interaction between tourists and the owners of the attraction; 4. Tourists' choice of buying ingredients from local markets to season their food and teaching cooking by the locals and 5. Attention to local cooking to make delicious food that must be delicious and clean. In the process, every step has to be done in order to be "Spectacular looks and tastes."



**Figure 2.** Tourism activities of the Sam Ruan community, Phra Nakhon Si Ayutthaya Province

### **Process of integrating agro-ecotourism marketing of the Sam Ruan community.**

The process of integrating can be used in network marketing connections in which the community is preparing itself to cope with the changes and uncertainties of the current tourism market conditions. Innovation must be achieved through planning with clear metrics. There is a target including the productivity and results of working in a network that is clear and shared goals. From the study of the integration progress of marketing of the community-based tourism network in Phra Nakhon Si Ayutthaya province, it was found that the process to take place must look at the outcome of the operation, not measured by the product alone and what are the components that can lead to innovation collaboration in network format should consist of:

1. Community experience can draw the experience that each community has worked through and then be analyzed in order to create a capital of experience.

2. Proficiency refers to the expertise in operations in various fields that can bring that expertise to benefit in linking the tourism marketing that can create competitive potential at present. The integration to the tourism community to marketing requires expertise in many sciences, whether it is expertise in the analysis of weaknesses, strengths, opportunities, and obstacles of travel marketing, expertise in manufacturing products and services that can meet the needs of a unique group of tourists, tourism management expertise of the area. Expertise in coordinating with local members. Work that must be coordinated with various network partners.

3. Creativeness refers to the conceptualized thinking to think of new things that can create tourism products and services of each community that reflect the identity of the area and create a marketing point. Creativity can be used to develop work processes in tourism management of each community to be more efficient.

4. Skills refer to the frequent practicing that becomes a skill that can lead to effective work, whether the skills in the production of tourism products and services of the community or skills for transferring tourism experiences of the community to tourists. This includes collaboration with network groups to drive effective marketing efforts and reach more target audiences.

5. Cooperation refers to the participation in the collaboration of community members and network partners, starting from planning, defining work procedures, operating, auditing, including collaborative assessments. All members must be involved in order to be able to work successfully.

6. Learning refers to the study and research in various forms of an individual's expertise and are relevant to the effective tourism management of the area. Learning can be achieved through the study of successful models, trials including training for enhancing skills in various fields. Such learning may arise from unexpected situations encountered. When those situations have passed, it is possible for the community to learn

7. Patience refers to the efforts to drive the community together in order to achieve the set goals, which is very necessary that requires patience in work due to the fact that there are many factors that cannot be controlled in tourism. It is discouraging for members of the community and can give up work at any time

8. Opportunity refers to external factors that can be controlled but can create opportunities for the work of the area. In particular, the market opportunity is one that allows the operations of the tourism network members to achieve the objectives they have set. The opportunity can therefore be considered a variable that all members have to understand and adapt to work on in time to seize those opportunities and help the tourism marketing link to be successful in the most beneficial way. The process of integrating the agro-ecotourism marketing of the Sam Ruan community in Phra Nakhon Si Ayutthaya province can be summarized as a model as follows:

From the tourism marketing integrating model, it can be summarized that the process of integrating the agro-ecotourism marketing of the Sam Ruan community in Phra Nakhon Si Ayutthaya province, the central region of Thailand, is a new process that the community uses to connect tourism networks and participates in determining the tourism marketing elements, such as tourism products, pricing, distribution channels, as well as marketing promotions. There is a set of joint selling points to create a marketing process through a community-driven tourism network that the community of Sam Ruan has a tourism marketing model that can

be linked to two specific tourism marketing: 1) Single marketing through community management and marketing tools that are appropriate to the community and 2) network marketing tourism using a common selling point, namely "Lunchbox," which has the following characteristics: (1) Local food identity (2) Story Telling (3) Comprehensive income and benefits distribution (4) Value creation for all forms of tourism products. The marketing tools used to link the agricultural eco-tourism marketing of the Sam Ruan community to a specific group of tourists requires a link between (1) tourism operators, (2) non-profit, governmental organizations, (3) travel networks, and (4) marketing by the community itself through various forms of public relations marketing materials. An essential aspect of the Sam Ruan community marketing process is a marketing model that focuses on marketing communications through the happiness of the community itself and focus on building awareness of "happiness" for tourists; in addition, this marketing process is a marketing model where the community can develop self-evolving marketing processes and processes on their own and create sustainability.

## **DISCUSSION**

The study on Agricultural Ecotourism Marketing Models and Strategies of Sam Ruan community were consistent with the concept of Srisomyong (2005), who mentioned agricultural tourism with activities as the main resource that attracts tourists attention. The main goal is to generate income for farmers in the community, to allow local people to participate in the development of tourism fully, which model of agricultural tourism is one of the forms of sustainable tourism. It was also in line with Chomsiri (2004) concept mentioned that participatory learning should consist of formal learning by organizing educational activities and training to stimulate and seek solutions to problems together in a systematic manner and informal learning as brainstorming to reflect thoughts by participating in conversation activities and changing attitudes and experience from an experienced person, successful people or elders to various groups of people or the individual through a formal learning process learning from the interaction of friends and the surrounding environment.

While the integration of tourism marketing, special interests, and how to build a niche-market tourism network. In addition, the Sam Ruan community should provide information for promoting tourism in the community to tourists as well, such as information on accommodation in agricultural ecological tourism sites, service and facilitation, travel and community outreach in terms of price safety as an option for deciding the traveler's travel products as well. Besides having suitable travel products, the key factor in making the community known in the tourism market is public relations. Sam Ruan community can use the public relations for tourism in the community in various forms of media that can be done by the community itself, namely brochures, travel guides, posters, dissemination of information through websites and social media, inviting the media to study or learn in the area through various events or festivals both in and in the provinces. The promotion of community tourism through various media can create a connection to the community with tourists, tourism entrepreneurs, and travel networks in order to benefit each other. This is a promotional process that directly reaches the target audience (Murphy & Boyle, 2006; Anuar et al.: 2012). The thinking process that can be used to link the network marketing of the Sam Ruan community was in line with the concept of Youngsooksathapom (2016); Ratanapongtra et al. (2020), which mentioned the community innovative thinking process that innovation is not the only matter of productivity but must also be a matter of results, which is a combination of the efforts, experience, expertise, skills, and collaboration of the people in the organization. That innovation is part of the mindset of how we view business and how do we look at business growth opportunities. Most importantly, it is also a matter of uncertainty. This thinking process can be considered as an important part of the tourism network collaboration attitude in order to continue to create sustainable community market innovation. The process of integrating the agro-ecotourism marketing of the Sam Ruan community in Phra Nakhon Sri Ayutthaya province. is a new process that the community uses to connect tourism networks and participates in determining the tourism marketing elements, such as tourism



products, pricing, distribution channels, as well as marketing promotions. There is a set of joint selling points to create a marketing process through a community-driven tourism network that the community of Sam Ruean has a tourism marketing model that can be linked to two specific tourism marketing: 1) Single marketing through community management and marketing tools that are appropriate to the community and 2) network marketing tourism using a common selling point, namely "Lunch box," which has the following characteristics: (1) Local food identity (2) Story Telling (3) Comprehensive income and benefits distribution (4) Value creation for all forms of tourism products. The marketing tools used to link the agricultural eco-tourism marketing of the Sam Ruean community to a specific group of tourists requires a link between (1) tourism entrepreneurs, (2) non-profit, governmental organizations, (3) travel networks, and (4) marketing by the community itself through various forms of public relations marketing materials. An essential aspect of the Sam Ruean community marketing process is a marketing model that focuses on marketing communications through the happiness of the community itself and focuses on building awareness of "happiness" for tourists. In addition, this marketing process is a marketing model where the community can develop self-evolving marketing processes and processes on their own and create sustainability. (Blackman et al.: 2004; Jermittiparsert et al.: 2019). The thinking process that can be used to link the network marketing of the Sam Ruean community was in line with the concept of Youngsooksathaporn (2016); Ratanapongtra et al. (2020) mentioned the community innovative thinking process that innovation is not the only matter of productivity but must also be a matter of results, which is a combination of the efforts, experience, expertise, skills, and collaboration of the people in the organization. That innovation is part of the mindset of how we view business and how do we look at business growth opportunities. Most importantly, it is also a matter of uncertainty. This thinking process can be considered as an important part of the tourism network collaboration attitude in order to continue to create sustainable community market innovation.

## **CONCLUSION**

The results of this research synthesis were completed with the support of the budget from the Office of the Science Promotion Commission. Research and innovation. This result caused an achievement in local authorities to be able to organize community tourism through Sam Ruean Community Tourism Network. by adopting the network's joint selling points to link the specific tourist routes in Phra Nakhon Si Ayutthaya province. Furthermore, new technologies and innovations should be integrated into the process of linking the networked tourism market to the community widely and reach more niche customers.

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## **BIODATA**

**S. KONGDIT:** The current affiliation of Sukhum Kongdit is Tourism Program, Faculty of Liberal Arts, Rajamangala University of Technology Suvamabhum, Thailand; E-mail: [sukhum.k@mutsb.ac.th](mailto:sukhum.k@mutsb.ac.th); ORCID: <https://orcid.org/0000-0002-0995-8966>

**T. RATANAPONGTRA:** The current affiliation of Thanarat Ratanapongtra is Tourism Program, Faculty of Liberal Arts, Rajamangala University of Technology Suvamabhum, Thailand; ORCID: <https://orcid.org/0000-0001-9690-9187>.

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### Use of QR code technology in eastern Thailand: entrepreneur perspective

*Uso de la tecnología del código QR en el este de Tailandia: perspectiva empresarial*

**S. CHAVEESUK**

<https://orcid.org/0000-0002-5256-409X>

Singha@it.kmitl.ac.th

King Mongkut's Institute of Technology Ladkrabang, Business School, Thailand

**N. PIYAWAT**

<https://orcid.org/0000-0001-5147-3287>

piyawat@itkmitl.ac.th

King Mongkut's Institute of Technology Ladkrabang, Bangkok, Thailand

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#### ABSTRACT

Thailand has stepped into the era of digital and knowledge economy. The objectives of this research include 1) to compare the different intentions of using QR code technology among industrial entrepreneurs, classified by business operation factors, and 2) to study the factors affecting the intention of using QR code technology among entrepreneurs in eastern Thailand. The results indicated that the respondents with different business operation duration, monthly business income, and the amount of capital investment had the indifferent intention of using QR code technology with a statistical significance level of 0.05.

**Keywords:** UTAUT2, Intention to Use, QR Code Technology, Anxiety

#### RESUMEN

Tailandia ha entrado en la era de la economía digital y del conocimiento. Los objetivos de esta investigación incluyen 1) comparar las diferentes intenciones de utilizar la tecnología de códigos QR entre empresarios industriales, clasificados por factores de operación comercial, y 2) estudiar los factores que afectan la intención de utilizar la tecnología de códigos QR entre empresarios del este de Tailandia. Los resultados indicaron que los encuestados con diferente duración de operación comercial, ingresos comerciales mensuales y monto de inversión de capital tenían la intención indiferente de utilizar tecnología de código QR con un nivel de significación estadística de 0.05.

**Palabras clave:** UTAUT2, intención de uso, tecnología de código QR, ansiedad

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## INTRODUCTION

Currently, Thailand has stepped into society under the digital and knowledge-based economy. Digital and knowledge-based economy is an era in which technology is introduced to help in enhancing the economy or using technology in various activities in terms of living and business perspectives. The government has set up the policy to modify the payment systems by establishing a National e-payment program for Thai people. Moreover, the government tries to promote and make a change in how to support the use of technology. Also, the Bank of Thailand helps people to know how to use it and the setup security standards that all citizens can enable at any commercial bank. The concept of a cashless society is one of the government's priorities who wants to act as soon as possible by the National Electronic Payment System Development Strategy Plan. (National e-payment master plan) (Arvidsson: 2019, p. 96)

Government, financial institutions, the development of technology agencies, and the payment system operators help to build awareness and push for the payment services using mobile phones increased dramatically. Especially, QR Code is one of technology assisting the benefit of payment transactions. The government has strategically planned and developed the infrastructure for making QR code transactions, as the QR Code is the most popular payment system used around the world. It is widely used, convenient, safe, reliable, and provides internationally recognized standards. The QR Code is, therefore, the turning point of increasing the Thailand payment standard. Entrepreneurs who may not have much technical expertise can easily create and deploy QR code technology to support customer payments on many mobile application platforms, such as accepting payments for food, clothing, etc. In addition, entrepreneurs will enjoy peace of mind in doing business because QR code technology is an essential tool that helps operators to manage their stores with ease. For example, restaurant operators, retail outlets, startups, SMEs, MNCs are using QR codes for receiving payments from their customers. Grocery stores are using QR codes to manage inventory. These could make inventory management and sales management more efficient. It helps operators reduce errors and improve the accuracy of the work. It also solves the problem of managing cash in the pocket because the sale's income goes directly into the account immediately. The owners do not have to take some money to the bank at the risk of loss or theft. The account balance has been automatically monitored by owners anytime and anywhere with the desired reports generated in terms of sales revenue. Therefore, managing a business with the QR code payment is much more convenient than dealing with cash (Laxman & Lee: 2020, pp. 4615-4635).

Mobile technology has become quite popular in recent years, offering a wide variety of services ranging from the internet, streaming movies, playing games, and making payments online (Chokkannan: 2020, pp. 32-43; Dam et al.: 2020, pp. 439-456; Luna et al. 2019, pp. 931-944; Kurtulmuşoğlu et al.: 2018, pp. 10821-10836; Khalizadeh et al.: 2017, pp. 460-474) Similarly, online payments for our purchases has drastically changed over a period of time heading towards cashless societies (Raza et al.: 2019, pp. 1-5; Internet & Beokhaimook: 2018, pp. 167-75; Chyou et al.: 2012, p. 12). The advantage of the QR Code is not only limited to provide more convenient payment channels but also has been witnessed in the eLearning (Rabu et al.: 2019, pp. 359-384), Contact Tracing Apps during the COVID-19 pandemics (Kukuk: 2020, pp. 230-252). It can also reduce costs for users and store merchants. Transactions provided by QR code payment can be checked more accurately than cash transactions. Moreover, QR Code increases payment security and privacy because the user does not have to tell the account number, and no credit/debit card is required to present. The user is not also required to mention the mobile number while paying but using the QR Code to scan. From this, the use of QR codes is beneficial for merchants, especially for small and medium-sized stores. Payment transactions' information on the QR code systems can be used as a reference for requesting loaning financial support. Business owners do not have to use assets as collateral for the loan.

Moreover, using QR Code payment is not required any card reader for making any transaction, however resulting in significant cost savings. Although the QR Code system has been promoted as the primary payment standard in the future, it has been found that the use of the QR Code payment system of most operators is still limited. Moreover, mostly, small and medium-sized businesses were more likely to use a QR code system to receive payments than small businesses. Small companies always get involved with many transactions by using cash. This may be because those businesses are small-scale entrepreneurs who are familiar with accepting cash payments. Some entrepreneurial operators are also concerned with tax disclosure and the

cost of devices, as well as fees applied when using the QR code system.

Therefore, the research paper is designed to fill the gap of studying the factors affecting the intention of using QR Code technology of entrepreneurs in eastern Thailand based on applying UTAUT2 and technology anxiety as the theoretical framework. This study is to examine entrepreneurs' perspectives on using QR codes for their business operations. The results obtained from this research can be used to improve and develop the QR Code system to increase the acceptance of the QR Code payment system, and this could enable entrepreneurs to gain business advantage and lead the business for efficient management.

## LITERATURE REVIEW

The intention of use means determining behavior to perform specific actions without exertion, with external stimuli to motivate the intend to perform behaviors until the goal is achieved. Intention and possibility would induce users who will accept and choose to use new technologies in the future. Intentions for making decisions are based on information, knowledge, attitudes, and beliefs. The intention of the action is part of a theory of reason action (TRA), whereby intent to act depends on two elements: 1) attitude or feelings towards the actions or behavior of an individual in recognition and decision-making related to their behavior; 2) social norms or recognition related to the actions or non-actions that depend on the social situation. Their intention depends on those who were closely and related, such as parents, siblings, relatives, friends, etc. These individuals incentivize whether they should perform the behavior. The motivation to follow the people he is close to and individual relationships.

Venkatash et al. (2012) developed the UTAUT2 model based on UTAUT, focusing even more on the context of consumer technology applications. In theory, UTAUT2 shows that there are seven main factors affecting behavioral intention, which are performance expectation, effort expectation, social influence, facilitating conditions, passion incentive, price value, and habit. There are also additional variables: gender, age, and experience. Therefore, each construct and related operationalizations can be summarized in the UTAUT2 model as follows (Venkatash et al.: 2012, pp. 157-178).

1) Performance expectation is the degree to which a belief of the person that using the system will help them achieve their goals and work effectively (Venkatash et al.: 2012, pp. 157-178). The construct of performance expectancy is comprised of different models includes 1. perceived usefulness (TAM/TAM2 and C-TAM-TPB), 2. extrinsic motivation (MM), 3. job-fit (MPCU), 4. relative advantage (IDT), and 5. outcome expectations (SCT). Despite the fact, the performance expectancy constructs derived from a combine of different theories, several authors have contended and acknowledged the similarities in its literature, such as the variable of usefulness and extrinsic motivation (Davis et al.: 1989, pp. 319-340), variable of usefulness and job-fit (Thompson et al.: 1991, pp. 125-143), variable of usefulness and relative advantage (Davis et al.: 1989, pp. 319-340; Moore & Benbasat: 1991, pp. 192-222), variable of usefulness and outcome expectations (Compeau & Higgins: 1995, pp.189-211; Davis et al.: 1989, pp. 319-340), and job-fit and outcome expectations (Compeau & Higgins: 1995, pp.189-211).

2) Effort expectation is the degree to which ease of use is associated with the system use (Venkatash et al.: 2012, pp. 157-178). This variable has been derived from the combination of theories, which includes 1. Perceived ease of use, 2. Complexity, 3. Ease of use. Similarities have been noted in previous research (Davis et al.: 1989, pp. 319-340; Moore & Benbasat: 1991, pp. 192-222; Thompson et al.: 1991, pp. 125-143).

3) Social influence is the degree to which a person perceives as important others believe he or she must use the system (Venkatash et al.: 2012, pp. 157-178). This variable is also referred to as subjective norm in the theory of TRA, TAM2, TPB/DTPB, and C-TAM-TPB, Social factors in MPCU, and Image in IDT. The variable of the subjective norm (Ajzen: 1991, pp. 179-211; Davis et al. 1989; Fishbein & Ajzen: 1977, pp. 100-124; Methiseon 1991); Social factors (Thompson et al.: 1991, pp. 125-143); Image (Moore & Benbasat: 1991, pp. 192-222). It has also been observed that the role of social influence towards technology acceptance is crucial and subject to a wide variety of contingent influences.

4) Facilitating conditions is the degree to which a person believes that an organization or technical infrastructure is available in support of system use (Venkatash et al.: 2012, pp. 157-178). The construct of facilitating conditions is comprised of perceived behavioral control (TPB/DTPB, C-TAM-TPB) Ajzen 1991,

facilitating conditions (MPCU) Thompson et al. 1991, and compatibility (IDT) (Moore & Benbasat: 1991, pp. 192-222; Thompson et al.: 1991, pp. 125-143; Ajzen: 1991, pp. 179-211). Literature suggests the effect of support infrastructure is largely captured within the construct of effort expectancy; however, having its presence would provide the researchers with comprehensive insight about its impact in general and specific nature.

5) Hedonic Motivation can be understood as the degree of fun, entertainment, or pleasure obtained from technology use (Venkatesh et al.: 2012, pp. 157-178). It is to be noted that hedonic motivation is the strong influencing factor for technology acceptance and actual use from consumer's perspective (Van: 2004, pp. 695-704; Thong et al.: 2006, pp. 799-810; Childers et al.: 2001, pp. 511-535); however, this study aims to focus on the business perspective which deemed as not primarily influencing factor fostering towards any technology acceptance and actual use.

6) Price Value is the degree to which important differences exist between a consumer use setting and the organizational use setting (Venkatesh et al.: 2012, pp. 157-178). This can be understood as the knowledge and comparative skills of a person concerned with the costs of the utilization of information technology. The price factor is important to consumers. It can be used as a predictor of intention to show consumer behavior and technology usage. Several authors have advocated in its support, which can be witnessed by the research study of (Chan et al.: 2008, pp. 23-36; Dodds et al.: 1991, pp. 307-319; Zeithaml: 1988, pp. 2-22)

7) Habit is that people tend to behave or act as an automatic consequence of what they have learned from past experiences that have been consistently practiced to become habitual (Venkatesh et al.: 2012, pp. 157-178) while Kim et al. 2005 relates habit with automaticity (Hu: 1988, pp. 2-22; Kim et al.: 2005, pp. 418-432).

anxiety is a feeling of anxiety in using technology. People are concerned that the technology can meet the requirements or not, including concerns about the level of safety of the use of technology. Prior studies have shown that anxiety affects the use of technology, which can lead to less technology usage or avoidance of technology. Therefore, the researcher realized that the anxiety construct was a factor that should be studied in this research. Because it is a study from a group of small entrepreneurs and studies on QR Code technology, which is classified as modern technology. The concern of technology is one of the factors that researchers are interested in. This is because small operators may have concerns with technology, including fear of the complexity of technology, lack of open learning, and lack of user experience (Hsieh et al.: 2014, pp. 3084-3090).

Cognition-based Trust Antecedents and perceptions of consumers related to the properties and characteristics of online sellers from three key parameters: Information Quality, Perceived Privacy, and Perceived Security Protection. 1) Information Quality is the general perception of consumers regarding the accuracy and completeness of the information. The quality of data on the internet offers a variety of information that is accurate and incorrect. Information Builders, which are intended to be understood in the wrong way. It makes it difficult for consumers to distinguish that the information they receive is reliable or unreliable. 2) Perceived Privacy is the recognition of the user about the efforts of service providers endeavors to protect the confidential information of users. The data is generated from the use of various types of technology applications and is collected during use. In general, unauthorized users' personal information is not disclosed. Users of technology are extremely concerned about the loss of privacy and trying to find a way to protect data on the use of technology. 3) Perceived Security Protection is the perception of users in response to security needs. When users recognize technology's security features, it affects the perception and intent of the user. To meet the safety needs during the use of technology, such as security policy, liability for damage, and ensuring safety in the use of technology. Technology's security feature, including encryption, electronic certificate, protecting user information, is safe and accurate.

In conclusion, Cognition-based Trust is users' awareness and confidence in using QR Code technology, which is caused by three factors: Information Quality, Perceived Privacy, and Perceived Security Protection. QR Code (QR Code) is a two-dimensional barcode that has a rapid response. It was invented in 1994 by Denso-Wave in Japan. It was initially designed for industrial use. In automotive manufacturing, a QR Code is used to display the part number of spare parts. Later, QR codes began to be used in various applications. Even more, this is because QR codes can be scanned and can contain more information than other types of barcodes several times when compared with the capacity of one-dimension barcodes. QR codes have been

widely used in product publicity events. Nowadays, mobile phones come with a camera, making it easy to read QR codes, use the camera on a mobile phone to take pictures of the QR code. The software will then decrypt and show the result on the phone screen immediately.

In Thailand, approximately 770,000 medium and large stores are equipped with EDCs, but it was still not much compared to the actual number of small and medium stores today. The Bank of Thailand, therefore, cooperates with world-class card service providers, financial institutions, and payment service providers in Thailand to develop the Thai standard QR Code to be consistent with international standards. To provide citizens and retail shops with electronic payment channels or e-Payment with convenient, secure, low-cost, and enable merchants to accept payments from every bank's mobile banking applications. Customers could choose to pay from a variety of ways, such as choosing from an e-Wallet account or a debit/credit card. Therefore, using QR codes will definitely benefit people, service users, and merchants. Finally, a conceptual framework is proposed in figure 1.

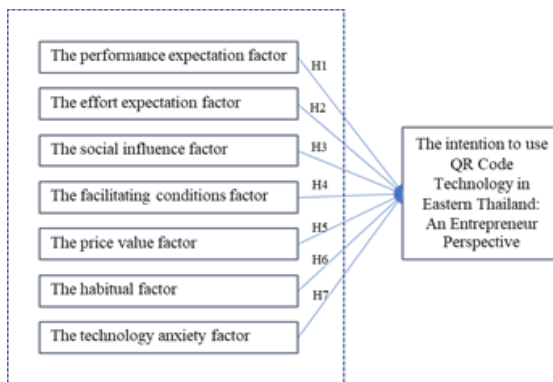


Figure 1. A Conceptual Framework

## METHODOLOGY

In this study, factors affecting the intention to use QR Code Technology of Entrepreneurs in The Eastern Region is a quantitative research which the researcher has defined procedures and methods of conducting it as follow:

### Population and sampling method

The population in this study were small entrepreneurs engaged in wholesale and retail businesses in the eastern region of 7 provinces, namely Chanthaburi, Chachoengsao, Chonburi, Trat, Prachinburi, Rayong, and Sa Kaeo. The exact number of populations is unknown. The researcher then determined the sample size by calculating from the Cochran at the confidence level of 95%, and the minimum sample size was 385 samples. However, to increase the integrity of the study, the researcher then collected 15 additional questionnaires, a total of 400 samples. In collecting the data process, the researcher used a purposive sampling method by distributing questionnaires to small entrepreneurs in the eastern region of 4 out of 7 provinces, by selecting from the top 4 provinces with the highest economic value, which are Rayong, Chonburi Chachoengsao, and Prachinburi.



## Research Instrument

The research instrument was a questionnaire that was divided into three parts. Part 1: Questions about the basic information about each business. Part 2: The technology acceptance factor: 1) efficient expectation, 2) effort expectation, 3) social influence, 4) facilitating condition, 5) price value, 6) habit, and 7) technology anxiety factor, which in terms of tax, law and government policies. Part 3 questions about the intention to use QR Code technology of entrepreneurs in the eastern region

## Data analysis method

In this study, the researcher analyzed the data by using a statistical computer program to process various statistics such as descriptive statistics: frequency, percentage, mean and standard deviation. The inferential statistics: One-way ANOVA and multiple regression analysis.

## RESULTS

Analysis of the basic business operation information found that most of the respondents were retail businesses (62.00 percent). They operate a business for 1 - 5 years (44.00 percent), monthly business income below 20,000 baht (39.75 percent). Most entrepreneurs do not have employees (69.50 percent), monthly capital of more than 50,000 baht (44.00 percent), and most of them receive money by cash payments (92.75 percent).

The technology acceptance factor: 1) Performance Expectation, 2) Effort Expectation, 3) Social Influence, 4) Facilitating conditions, 5) price value, 6) habit, and 7) technology anxiety factor which in terms of tax, law, and government policies.

The results of the analysis of the data on the technology acceptance factor consisted of 7 factors: 1) performance expectation, 2) effort expectation, 3) social influence, 4) facilitating conditions, 5) price value, 6) habit and 7) technology anxiety factor which in terms of tax, law and government policies.

It was found that most of the small entrepreneurs gave the highest opinion on the price factor. There is a high level of opinion with a mean of 3.76. The second factor is social influence, which has a high level of opinion with a mean of 3.75. Followed by the facilitating condition, has a high level of opinion with a mean of 3.73, the effort expectation, has a high level of opinion with a mean of 3.68, the habit, has a high level of opinion with a mean of 3.59, the performance expectation, has a high level of opinion with mean of 3.53, and the technology anxiety factor has a high level of opinion with mean of 3.27.

The performance expectation factor found that the entrepreneurs gave the level of expectation that QR Code technology would provide greater security than keeping cash (3.55). Followed by the expectation of a support system of QR Code technology will help in summarizing sales and making accurate reports (3.53) and the expectation of QR Code technology to be useful to increase business efficiency (3.52), respectively. The study of Intarot & Beokhaimook, 2018 reveals that eWallet users expect to have higher security measures such as finger or retina scans to foster its use. The study of Luna 2019 also found significant positive results on the attitude towards the payment systems (Intarot & Beokhaimook: 2018, pp. 167-75; Luna et al. 2019, pp. 931-944).

The effort expectation factor found that small entrepreneurs provided a high level of expectation that they could learn and understand QR Code technology on their own (3.82). The second was expected that they would easily install and use the QR Code technology (3.80). Next, they expected that they would use QR Code technology without pressure (3.58), and they expected the QR Code technology to have a straightforward process (3.50). Similar results have been observed by Dam et al. 2020, wherein convenience and satisfaction were found significant due to factors such as faster transaction speed, lower prices, and higher security level. Furthermore, the study of Luna 2019 also revealed that using a particular system is easy to handle and requires less effort to use (Dam et al.: 2020, pp. 439-456; Luna et al. 2019, pp. 931-944).

The social influence factor: It was found that small entrepreneurs gave the highest level of their family members think that they should use the QR Code technology in running business operations (3.94). They were followed by the opinion that the QR Code technology should be used because business competitors use it. The support from government agencies has made them interested in QR Code technology in the future; friends or peers recommend using QR Code technology and believe that QR Code technology should be used because it is becoming popular. The mean values were 3.83, 3.77, 3.68, and 3.54, respectively. Conversely, the results of Chokkannan (2020) revealed that social influence has little impact on the continuance intention of mobile payments concerning security-related factors for NFC-based mobile payment in the restaurant industry (Chokkannan: 2020, pp. 32-43).

In terms of the facilitating conditions factor, it was found that small entrepreneurs believed that using QR Code technology does not have to open a new bank account. Second, the device is ready for using QR Code technology such as mobile phones, tablets, etc. They believed that the wireless connection and the wireless internet signal are stable for the use of QR Code technology, with the mean values were 3.89, 3.75, 3.69, and 3.60, respectively. The study of Raza et al. 2019 revealed that the QR code as a new payment system predicts a new technology being used by many stakeholders due to significant relationships observed with facilitation conditions and user behavior (Raza et al.: 2019, pp. 1-5).

The price value factor found that entrepreneurs believed gave the highest level at the charging cost of using QR Code technology more reasonable costs than other payment systems. Followed by the benefits of using QR Code technology is its cost-effectiveness compared to the money spent; QR Code technology helps save money on cash management. The use of QR Code technology has a suitable price for their budget. The mean values were 3.94, 3.88, 3.64, and 3.57, respectively. A research study by Chyou, 2012 revealed that the price level not only affects the individual's attitude towards using mobile internet service but also influences the user's intention (Chyou et al.: 2012, p. 12).

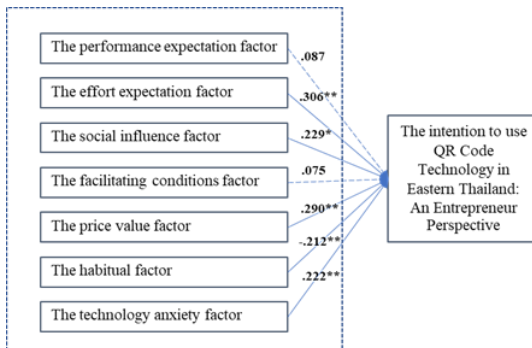
The habitual factor found that the small entrepreneurs gave the highest level at that they had experience in using PromptPay for making business transactions. They were followed by those who had experience in using the Internet Banking system, having expertise in using QR codes to purchase products and services. Lastly, they had experience in using Rabbit Line Pay for buying goods and services; the mean values were 3.88, 3.69, 3.53, and 3.27, respectively. Similarly, the research of Raza et al. 2019 reveals that the consumers' adoption of QR codes for use in routine, frequent, and repetitive habits will influence the behavioral intention and actual use (Raza et al.: 2019, pp. 1-5).

Among the concerns about the technology anxiety factor, which in terms of tax, law, and government policies, was found that small entrepreneurs rated their opinion about using QR codes would put you at the most significant risk of personal information. Using QR code technology poses a financial risk to their bank account, and using QR code could being audited the financial transactions by the government. The mean values of 3.27 and 3.21, respectively. The study of Kukuk 2020 has observed similar results, which deems anxiety as the determinant factor for the adoption of contact tracing apps (Kukuk: 2020, pp. 230-252).

The results of the intention to use the QR code technology of small entrepreneurs showed that they intend to use QR code technology for running their business whenever the opportunity arises. Followed by the intention of using QR code technology for business operations soon, they intend to study and compare in-depth information about QR code technology. Next, they expect to continue to use QR code technology in business operations in the future and intend to choose the QR code technology for business operations as the first method. The mean values of 3.74, 3.72, 3.69, 3.60, and 3.55, respectively.

The testing of the first hypothesis found that entrepreneurs with different business dynamics factors have different levels of intention to use QR Code technology. The result showed that the different types of businesses, number of employees, and payment channels have a difference in the intention of using QR Code technology with a significant level at 0.05. Apart from the age of business operation, business income per month, and the different amount of capital used in doing business, there are no different degrees of intention to use QR Code technology.

The second hypothesis testing found that factors that affected the intention to use QR Code technology of entrepreneurs in the Eastern region were effort expectation, price value factor, social influence, technology anxiety, and chronic factor, respectively. The performance expectation and facilitating conditions did not influence the intention of using QR code technology among entrepreneurs in the eastern region. The results showed that the adjusted R Square was equal to 0.53, indicating that the factors affecting the intention to use the QR code technology of entrepreneurs in the eastern region were 53.0 percent, and 47.0 percent were the other factors that have not been studied in this research. Similarly, significant results have been found by Fohh-Wah Lim 2019 in relation to behavioral intention predictors towards using the electronic wallet in Malaysia to overcome the concerns and fears of e-wallet non-adopters. Finally, the result, as shown in Figure 2 and the result of multiple linear regression, is shown in table 1.



**Figure 2.** The results of the intention to use QR code technology in eastern Thailand: an entrepreneur perspective

**Table (1).** The results of multiple linear regression analysis of factors affecting the intention to use QR code technology of entrepreneurs in the eastern region

Factors	B	Std. Error	Beta	t-value	Sig.
Constant	-.069	.208		-3.30	.741
The performance expectation factor	.087	.072	.078	1.215	.225
The effort expectation factor	.306	.074	.250	4.142	.000**
The social influence factor	.229	.094	.167	2.423	.016*
The facilitating conditions factor	.075	.070	.057	1.062	.289
The price value factor	.290	.099	.223	2.922	.004**
The habitual factor	-.212	.071	-.168	-2.970	.003**
The technology anxiety factor	.222	.052	.229	4.289	.000**

R = 0.73 R Square = 0.54 Adjusted R Square = 0.53

## DISCUSSION

The samples in the research were 400 small entrepreneurs in the eastern region of Thailand. Most respondents were retail business owners, operates a business for 1 - 5 years with business income below 20,000 baht per month; most of the entrepreneurs do not have employees and receive money by cash payment.

Initial findings show that entrepreneurs in the eastern region of Thailand with different types of businesses have different intentions of using QR Code technology. The product manufacturing business has less intention

to use QR Code technology than wholesale, retail, and service businesses. This is because the entrepreneurs who produce products are focused on mass production. The number of times receiving payments is lower than in other businesses. It is commonly used for accepting payments by cash, payment of checks, and accepting payments by bank transfer. Since most merchandise entrepreneurs are family-owned businesses, they are more familiar with accepting cash payments than other methods. The intention to use social media for business operation, it was found that entrepreneurs with different types of businesses have different intentions of using social media for their business operations (Kurniawan & Waisarayutt: 2019, pp. 130-148).

The number of employees, entrepreneurs in the Eastern region with different numbers of employees, have different intentions of using QR Code technology. Entrepreneurs without employees because they are small scale, so they could work alone, and some are family businesses. This group intends to use QR Code technology differently than entrepreneurs with one or more employees. Entrepreneurs employing employees are at high risk of using cash in their business operations. Therefore, if QR Code technology is used, it will be able to trust employees to accept QR code payments. The owners could recognize the balance without checking cash; it could be checked from electronic systems at any time. Using the QR code payment system thus contributes to entrepreneurs' more trust in their employees. The intention to use social media for business. It was found that entrepreneurs with different numbers of employees have different intentions of using social media for their business (Kurniawan & Waisarayutt: 2019, pp. 130-148).

Payment channels, Entrepreneurs who are offering different payment channels have different intentions of using QR Code technology. Businesses accepting payments via internet banking have different intentions of using QR Code technology than accepting only cash payments. Considering the average of the intention of using QR Code technology level, entrepreneurs who use cash as the main payments channel have the highest degree of intention to use QR Code technology. Receiving cash or banknotes, making more business's costs, such as time, cash management, risk of thefts, or fraud of employees, etc. If entrepreneurs adopt QR Code technology in their business operations, they will not have to waste time depositing money at the bank. It was found that different payment models resulted in different using QR code systems.

The results of hypothesis 2 can be seen that the factors such as social influence, Facilitating conditions, value, prices, and concerns about the technology in terms of taxes, laws, and governments affect operators' intentions of using QR Code technology in the Eastern region of Thailand; however, the factors of performance expectancy effort expectancy and habit It does not affect the intention to use the QR Code technology of the entrepreneurs in the eastern region of Thailand.

Social influence affects the intention to use QR Code technology of entrepreneurs in the eastern region of Thailand. Due to social influence, especially family, Including friends, can change their behavior, feelings and make compliant Until changing their behavior to meet the standard Or beliefs that are inherited from those close to you. As a result, there has been an incentive to use QR Code technology. Retail in Bangkok Found that the influence of society. This affects the intention of using the cloud amongst Bangkok retailers.

Facilitating Conditions affect the intention to use QR Code technology of entrepreneurs in the eastern region of Thailand. This is due to the fact there are adequate facilities for use both in terms of supporting devices that are already available, such as mobile phones, tablets, which can be used at all. Having a mobile banking application including a wireless network signal system that covers an area of use and stability and the creation of a QR Code can be simple and easy, which can be done from your own bank account without opening a new account. And everyone can find ways to use them through the website. Use of technology and consumer behavior affecting people's intentions to use the Thai government's Promptpay financial services, it was found that the use of facilities affects the people's intention to use. Financial transaction services through the Thai government's PromptPay system.

## CONCLUSION

Price value affects the intention of using QR Code technology of entrepreneurs in the Eastern region of Thailand. Because entrepreneurs tend to focus on the cost of running the business, determining which forms of payment in the original form, such as credit cards, there is a fee for using a card reader or using the form to transfer money into the account Customers will feel inconvenience due to having to type in the account number, which is a waste of time and there is a chance for a mistake in the account transfer, while QR Code technology is very convenient, no need to remember account numbers, do not cause payment errors, in addition, the study found that Price value factor was a negative influence on the willingness to use QR Code technology of entrepreneurs in the eastern region. It shows that if entrepreneurs in the eastern region have an opinion on factors of value, price increases, they will have less intention to use QR Code technology.

The factors affecting the intention and use of the QR code payment system of the people of Bangkok, finding that the value of the price affects the intention and the use of the payment system. QR code of citizens in Bangkok, concerns over the technology in matters of taxes, laws, and governments affect operators' willingness to use QR Code technology in the eastern region because the operator has a bad perception or experience from using technology. Anxious to be monitored by the government By some entrepreneurs who do not have knowledge of the tax laws may be uncertain how to get them right. The willingness to accept the use of electronic payment systems in Nigeria. Anxiety was found to influence the willingness to accept the use of electronic payment systems in Nigeria.

The authors have the following recommendations based on the identified factors which affect the user's intentions of using QR Code technology of entrepreneurs in the eastern region of Thailand. The research results can be adapted as follows.

1) Bringing Awareness: The banking sector or other competent bodies should encourage business entrepreneurs by providing sufficient knowledge about QR Code technology and also provide the efficient adaptability of using QR Code technology. For businesses, such as wholesale, retail, and service industry.

2) Shifting to QR Payment The banking sector or other competent bodies should promote or perform activities related to the use of QR Code technology that can be treated with all organizations in the same format, either new and old businesses.

3) Monthly Business Income: The banking sector or other competent bodies can promote entrepreneurs regardless of their business income. It shows that the use of QR Code technology has a lower cost of accepting electronic payments than other payment methods.

4) Lower Operational Costs: The number of employees in the banking sector or other competent bodies should incentivize entrepreneurs in the eastern region of Thailand with one or more employees to realize the importance of using QR Code technology, which will help reduce operational costs. It will be fast and convenient

5) Paid-up Capital: The banking sector or other competent bodies should educate all types of entrepreneurs, regardless of the size of the business. Note that using QR Code technology is going to less costly than the merchant service charges for accepting credit cards or debit cards.

6) Alternative Payment methods the banking sector or other competent bodies should give priority to entrepreneurs who still use cash as the primary channel for receiving payments. By creating awareness about the benefits of using QR Code technology, operators can reduce the problem of preparing change. This can reduce the burden and hassle of making payments, etc.

7) Performance expectations: The banking sector or other competent bodies should publicize the use of QR technology by educating them about account registration services. The process of accepting payments will give deep insights into using QR Code technology that operators should be aware of it.

8) Effort expectations: The banking sector or other competent bodies should publicize the use of QR Code technology to know the process of using the QR Code technology, such as providing knowledge about the

account opening process. The process of accepting payments, etc., to create an understanding of how to use the QR Code technology that operators should be aware of it.

9) Social influence: The banking sector or other competent bodies should be communicated to create a perception by showing that the organization's success roadmap with the utilization of QR code technology. QR Code technology is used in business management. It creates a good experience for entrepreneurs, which causes the user's behavioral intention to eventually use QR Code technology.

10) Facilitating conditions: The banking sector or other competent bodies should have a demonstration of the use of QR Code technology, for example, a manual to provide a simple demonstration or video for entrepreneurs. It should provide correct information about the correct use of QR Code technology, such as a description of a device that needs to be compatible with QR Code technology, such as a mobile phone. Internet signal etc.

11) Value Price The banking sector or other competent bodies should communicate information about the various fees involved with the use of QR Code technology so that the operator knows that the use of QR Code technology does not charge any subscription fees or setup costs in the application and equipment installation. In addition, the business may take advantage of utilizing QR Code technology to engage as an additional payment channel that enables to expand the customer base for creating more business opportunities.

12) The familiarity of the banking sector or other competent bodies should encourage entrepreneurs to adopt QR Code technology by allowing entrepreneurs to register for membership to receive the latest news about QR Code technology to create a positive experience for entrepreneurs

13) Concerns about technology in matters of taxation, laws and governments, banks, or related entities: There should be a proper introduction to the use of QR Code technology and indicate positive outcomes. The consequences of paying taxes will result in being correct and duly verified by the government.

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## BIODATA

**S. CHAVEESUK:** The current affiliation of Singha Chaveesuk is King Mongkut's Institute of Technology Ladkrabang Business School; E-mail: Singha@it.kmitl.ac.th; ORCID: <https://orcid.org/0000-0002-5256-409X>

**N. PIYAWAT:** The current affiliation of Netchanok Piyawat is King Mongkut's Institute of Technology Ladkrabang, Bangkok, Thailand;

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### Indonesian collaborative governance analysis facing Free Papua movement

*Análisis colaborativo de gobernanza indonesia frente al movimiento de Papúa Libre*

**S. ANRIANI**

<https://orcid.org/0000-0002-7777-4392>  
stepianrianiindonesia@gmail.com  
University of Indonesia, Depok, Indonesia

**A.Y.S. RAHAYU**

<https://orcid.org/0000-0003-2914-5919>  
amy\_soeroso@yahoo.com  
University of Indonesia, Depok, Indonesia

**R.V. SALOMO**

<https://orcid.org/0000-0003-2501-7629>. E-mail:  
royvsalomo2357@gmail.com  
University of Indonesia, Depok, Indonesia

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#### ABSTRACT

The purpose of this study is to analyze the conflict management that has been carried out by the government through the integrative framework of Collaborative Governance. The research method used was the deductive Post-Positivist paradigm by collecting data through interviews, focus group discussions, and surveys regarding the implementation of Special Autonomy Policy. The results of the study based on the integrative framework of collaborative governance model showed that the process of collaboration in implementing the Special Autonomy policy has not been successful and is less effective.

**Keywords:** Free Papua movement, separatism, special autonomy, Indonesian government

#### RESUMEN

El propósito de este estudio es analizar la gestión de conflictos que ha llevado a cabo el gobierno a través del marco integrador de la Gobernanza Colaborativa. El método de investigación utilizado fue el paradigma deductivo post-positivista mediante la recolección de datos a través de entrevistas, discusiones de grupos focales y encuestas sobre la implementación de la Política de Autonomía Especial. Los resultados mostraron que el proceso de colaboración en la implementación de la Política Especial de Autonomía no ha sido exitoso y es menos efectivo.

**Palabras clave:** Movimiento de Papúa libre, separatismo, autonomía especial, gobierno de Indonesia.

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## INTRODUCTION

Separatism is one of the serious threats in terms of the integrity of a nation, including Indonesia. The separatist movement in Papua has become one of the concerns of the Indonesian government from time to time as outlined in various specific policies to overcome the movement, starting from President Abdurrahman Wahid, who allowed the rising of the West Papuan independence flag (Chauvel & Bhakti: 2004, pp. 44-55), President Susilo Bambang Yudhoyono who established the Papuan People's Assembly (Majelis Rakyat Papua) or PPA and encouraged the implementation of the Special Autonomy Law, to President Joko Widodo who released political prisoners and opened access for foreign journalists to enter Papua (Fujikawa: 2017, pp. 655-673).

There are many factors triggering the separatist movements that developed in Papua. In the Papua Road Map released by LIPI in 2009, four main problems in Papua are as follows: (1) marginalization and discriminatory effects against indigenous people of Papua, (2) development failures, particularly in the fields of education, health, and economic empowerment of the people, (3) historical contradictions about Papua and the construction of political identity between Papua and Jakarta, and (4) accountability for human rights violations (LIPI, 2009). In 2016, the Papua Road Map Update outlined three problems in Papua, namely: (1) internationalization of the issue of Papua, (2) resolution of human rights issues, and (3) development and implementation of Special Autonomy in Papua (LIPI, 2016).

One of the historical events acknowledged in most regions in Indonesia is the recognition of Indonesia as an independent country on 17 August 1945, while the region of West Irian, now renamed West Papua, was only recognized by the United Nations as part of Indonesia on August 15th 1962 through the signing of the New York Agreement initiated by the United States. However, in the process of formulating the agreement until the signing of the agreement, no representatives of indigenous Papuans were involved (Werang et al.: 2019, pp.133-155).

Meanwhile, a recognition from the United Nations did not necessarily indicate the agreement of the Papuan people of the integration of West Irian with Indonesia at the time. It took several months to put into place the transition, adaptation, and transfer of administration in terms of governance, in which the Dutch government finally handed over power to Papua to the United Nations Temporary Executive Authority (UNTEA) on 1 October 1962, which was then followed by the surrender power over Papua to the Indonesian government on 1 May 1963 (Habibah: 2017, pp. 30-55).

The Indonesian government held a gradual referendum in the form of the Act of Free Choice (Penentuan Pendapat Rakyat / Pepera) on 14 July – 2 August 1969, which involved the Papuan Election Consultative Council (Dewan Musyawarah Pemilihan Papua) or PECC (Djopari, 1993). The PECC has 1025 members representing eight districts in Papua to express attitudes related to the integration of West Papua with Indonesia, of which 95% chose to join by means of voting (Djopari, 1993). The Act of Free Choice 1969 was witnessed by the representatives from Australia, the Netherlands, and the United Nations, so that the Papua or West Irian region was recognized as an integral part of the Unitary State of the Republic of Indonesia *de jure* and *de facto* (Hemawan: 2015, pp. 195-220).

After the beginning of the reform era and the emergence of press freedom in Indonesia, the issue of Free Papua became intensively discussed where the validity of the results of the Act of Free Choice 1969 was often used as a propaganda issue and questioned again by figures from the Papuan separatist movement. In a research on the Act of Free Choice 1969, the Free Papua Movement considered the referendum as undemocratic and did not represent the choices of all members of the Papuan community at that time. In addition, the presence of non-Papuans who were involved in the referendum was also a hindrance in the representation of the wishes and integration of the Papuan people with Indonesia (Suryawan: 2012, PP. 12-26). The composition of the organization of the Act of Free Choice 1969 is detailed below:

**Table (1).** Comparison of the Implementation of the Act of Free Choice 1969 in Papua

Time	District	Act of Free Choice Election Consultative Council Members	Population Number
14 July 1969	Merauke	175	144.171
16 July 1969	Jayawijaya	175	165.000
19 July 1969	Paniai	175	156.000
23 July 1969	Fak-fak	175	43.187
26 July 1969	Sorong	110	75.474
29 July 1969	Manokwari	75	49.875
31 July 1969	Teluk Cenderawasih	130	91.870
2 August 1969	Jayapura	110	83.760

Source: Djopari, 1993.

The historical differences in the integration and process of seeding nationalism between West Papua and most regions in Indonesia need to be considered in an effort to understand the government's approach to conflict management and attempts to overcome separatism because these two factors can explain the possibility of two nationalisms and a national crisis that often arises as a trigger for separatism. In addition, the social gap and unequal distribution of economic development also constitute some of the factors supporting the separatist movement in Papua. These factors result in Papua being labeled as the longest violent conflict area in Indonesia.

The separatist movement in Papua itself began to develop from the beginning of Papua's integration into Indonesia. Papuan separatist groups who vigorously voiced Papuan independence are known as the Free Papua Movement (FPM), which was rooted in the militant group created by the Dutch at that time, the Papuan Volunteer Battalion or Papoe Vrijwelleger Corps (PVK) (Djopari, 1993). Prior to the New York Agreement, the Dutch Government initiated the formation of the Papua National Committee, which issued a manifesto regarding the Papuan flag, Papuan national anthem, determination of the name of the nation to protect West Papua, and raising of the Papuan flag (Brundige et al.: 2004, pp. 14-44). The Dutch also often supported Papuan separatist political movements, including a rebellion led by former PVK members in the Organization of Struggle for the Independence of the State of West Papua (OSP) Manokwari on July 26, 1965 (Djopari, 1993).

Fifty-eight years after the New York Agreement was signed, the separatist ideology and movements that seek to liberate West Papua from Indonesia continue to develop and cause conflicts in various regions. The Indonesian government continues to strive to improve welfare and enhance the infrastructure and economy in the Papua region in order to overcome separatism and strengthen the nationalism and sovereignty of the Republic of Indonesia. The main government policy is currently under the umbrella of Special Autonomy Policy through the enactment of Law No. 21 the Year 2001 on Special Autonomy for the Province of Papua, which was considered as the best solution for the resolution of conflicts and problems in Papua at that time (Hikmawan: 2017, pp. 32-47).

In general, the Special Autonomy Law itself seeks to improve the welfare of the people of Papua. This is emphasized especially in Articles 34 to 36 of Law No. 21 the Year 2001, which govern the determination, acceptance, loans, profit sharing, and allocation of special autonomy funds and other additional funds, as well as supervision of the use of these funds in the context of development and improvement of several priority areas, particularly education, health, economy, and infrastructure. Previous research shows that the implementation of Special Autonomy in the Province of Papua shows the dominance of centralized patterns

in the application of policies at the local government level.

The Special Autonomy Policy for the Province of Papua gives special authority to the Papuan regional government to regulate and manage the interests of the Papuan people according to their own initiatives based on the aspirations and basic rights of the Papuan people, including giving affirmative action to the Papuans. This special authority is broad and comprehensive, so it requires large responsibilities that involve the collaboration of various parties and stakeholders in an integrative manner, starting from the central government, local governments of the Province of Papua, traditional leaders, religious leaders, non-governmental organizations, civil society to minority groups for the success of the 2001 Special Autonomy Law and its amendment.

The implementation of the Special Autonomy, which lasts for almost 20 years, apparently does not necessarily abolish the separatist movement in Papua, which is currently referred to by the Government of Indonesia under the names Armed Separatist Criminal Group (ASCG) and Political Separatist Criminal Group (PSCG). Borrowing the term by Kaisiepo, Papua is equated with a "Market for Violence." Examples of conflicts related to Papua are attacks by the Armed Separatist Criminal Group (ASCG), who rejected the construction of the Trans Papua road in Nduga Regency, and the provocation that arose after the discovery of the Indonesian National Red and White Flag in the gutter in front of a Papuan student dormitory in Surabaya which triggered demonstrations and anarchist mass action due to separatist propaganda.

The 1998 Reformation, which was marked by press freedom, public and political transparency, and the so-called rise of the era of democracy in Indonesia, has changed the way the government views in implementing policies in Papua that are more accommodating, including significant concessions to separatist groups (Walter, 2009). This can be seen as part of a conflict management strategy that involves collaboration from various stakeholders. Collaboration is necessary because the completion through cooperation alone is not enough; it takes a common goal in realizing a goal.

Some forms of collaboration began to be formed through institutional approaches such as the establishment of the Work Unit for the Acceleration of Development in Papua and West Papua (UP4B) in the era of President Susilo Bambang Yudhoyono (Presidential Regulation No. 66, 2011) and the Welfare Development Acceleration Program in the era of President Joko Widodo (Presidential Instruction No. 9, 2017). When discussing conflicts in Papua, there are many categories and triggers, such as conflicts resulting from mining land disputes, land acquisition, and deforestation, interfaith conflicts (Alhamid: 2014, PP. 23-35), issues of discrimination and racism to the pro-independence separatist movement (AHRC, 2009). The conflicts discussed in this study are conflicts related to separatist groups originating from the Free Papua Separatist Movement.

Public policy implementation cannot be handled by one organization or agency alone. This also applies to the implementation of the Special Autonomy Policy for the Provinces of Papua and West Papua. The implementation of the 2001 Special Autonomy Law indeed prioritizes regional governments as the spearhead, but cooperation and involvement of multi-stakeholders are needed in the process of formulating regional policies and determining Development strategies, both in the short and long term. This includes the full involvement of all stakeholders to carry out open dialogue, create deliberative decisions and implement solutions to problems and goals that will be achieved together in an integrative manner.

Based on this background, the authors asked the following research questions: How is the conflict management carried out by the Indonesian government in the context of dealing with the Free Papua Movement through the analysis of the integrative framework of Collaborative Governance?

## **METHODOLOGY**

This study used a deductive post-positivist paradigm by collecting data qualitatively through interviews, documentary studies, and focus group discussions. Semi-structured interviews were carried out through two stages, namely in Jayapura with the local government, traditional leaders, religious leaders, and community leaders. The second stage of the interview was conducted in Jakarta, namely with relevant stakeholders such as the Chairperson of the Papua Desk at the Office of the Ministry of Political Law and Human Rights (Ministry

of Law and Human Rights), the Director-General of Regional Autonomy and the Director-General of Politics and Public Administration of the Ministry of Home Affairs, the Presidential Staff Office, the Ministry of Health, Bappenas, LIPI, and Ministry of finance. Then a Focus Group Discussion was held with the Ministry of Law and Security and the relevant institutions/ministries below.

Quantitative data collection was carried out through surveys in the Provinces of Papua and West Papua using proportional stratified random sampling methods, direct interviews with 200 respondents in Papua, and quality control and data confirmation by telephone with 30 respondents. The survey was conducted on 1-12 February 2020 and aimed to collect data on the opinions of the Papuan people in general on the Special Autonomy Policy in Papua.

Then, a comparative study was made between the implementation of the Government policies that were already implemented and the basic concept of the integrative framework of collaborative governance. This comparative study was carried out using a literature review and survey data analysis focusing on the implementation of Indonesia's Special Autonomy For Province of Papua policy since 2001 regarding the conflict management of the Government in overcoming the Free Papua Movement. Then, these elements were confirmed by analyzing the survey data. The survey data is then analyzed and compared with the main variables in the integrative framework of collaborative governance in order to determine the level of success of the implementation of Indonesian government policy in the context of conflict management in the Papua region (Lubis et al.: 2019, pp. 23-39).

## **LITERATURE REVIEW**

### **Conflict Management**

Separatism and conflict in Papua are often tinged with acts of violence and radicalization which have claimed victims from various parties, especially civil society. Radicalization itself can be triggered by four main factors, namely (1) implementation of policies, including those relating to conflict prevention and management, which are less effective, (2) impunity for security forces that fosters pro-independence narratives, (3) fragmentation at the level regional governments as a result of the division of territories that can be financially exploited by FPM leaders, and (4) decreasing influence of existing local customary institutions due to the formation of rival institutions, such as the Papua Customary Council (Dewan Adat Papua) and the government-formed institution namely the Indigenous Peoples Institution (IPAC, 2015).

Based on the historical approach used by Indonesianists, to overcome conflicts in Indonesia, we need to understand the genealogy of violence since colonial times because of the long and deep historical roots. This can be completed by supporting open discussions about conflict motives or ideologies. To stop conflict and violence structurally, culturally, and directly, there are three conditions that may put a conflict to an end, namely (1) disappearance of negative attitudes and feuds, (2) non-validity of the issue in dispute, and (3) cessation of coercive behavior and violence.

In the context of the conflict in Papua, Taum puts forward three foundations of conflict management, namely: (1) Historical Justice, (2) Memoria Passionis, and (3) Reconstruction of Papuan Identity. These three foundations are believed to be able to involve Papuan local wisdom in the conflict management process so that the integration of Papuan people can be better facilitated.

The first foundation, Historical Justice, consists of acknowledging wrongdoing which is the root of past conflicts, followed by several solutions, namely restitution, reparations, compensations, rehabilitations, the establishment of truth commissions, and official apologies. These elements can be the basis for fatal errors and differences in perceptions that hamper the relationship and harmony between the pro-independence Papuan people and the Indonesian government.

The second foundation, Memoria Passionis, relates to actions in which a country recognizes and retains memories of suffering as a result of a conflict that has occurred previously. One example is the commitment of the German government to commemorate the Auschwitz incident and Nazi genocide in its politics. The

people of Papua still have memories of unresolved distress, ranging from conflict-intensive integration processes, military operations which violate their human rights, to discrimination of Melanesian ethnic. If left untreated, the suffering of the Papuan people can become the basis of propaganda that fosters separatism.

The final foundation, the Reconstruction of Papuan Identity, deals with identities related to a certain sense of nationalism, ethnicity, religion, social class, generation, locality, and cultural groups. Hall revealed that identity consists of identity originating from one's own subject and identity obtained from the views of others (Hall in Barker, 2000). Conflict may occur if there is no understanding of the symbols and expressions of Papuan culture in Indonesia, especially because there are many educated and experienced migrants who work in Papua. Data shows that there was a surge in migrants from 40% in 2005 to 53.5% in 2011, threatening the indigenous people of Papua to become a minority on their own land.

**Table (2).** Scheme of Management Conflict Foundations

Historical Justice	Memoria Passionis	Reconstruction of Papuan Identity
<ul style="list-style-type: none"> <li>• Restitutions</li> <li>• Reparations</li> <li>• Compensations</li> <li>• Rehabilitations</li> <li>• Truth commissions</li> <li>• Official apologies</li> </ul>	Acknowledgment and retention of the memory of distress because of a conflict that occurred in the past	<ul style="list-style-type: none"> <li>• Nationalism</li> <li>• Ethnicity</li> <li>• Religion</li> <li>• Social Class</li> <li>• Generation</li> <li>• Locality</li> <li>• Cultural Group</li> </ul>

Source : (Taufik: 2015, pp. 23-43)

### Collaborative Governance

Ansell and Gash stated that collaborative governance is a new strategy in governance that allows policymakers to gather in a forum that is aimed at reaching a shared consensus. This approach is an arrangement in which one or more public institutions can directly involve non-governmental actors in the process of making collective policies that are formal, consensus-oriented, and consultative with the purpose of making or implementing public policies, managing a program or assets public. Collaboration is at the highest level of cooperation between organizations, above coordination and cooperation (Ansell & Gash: 2008, pp. 543-571).

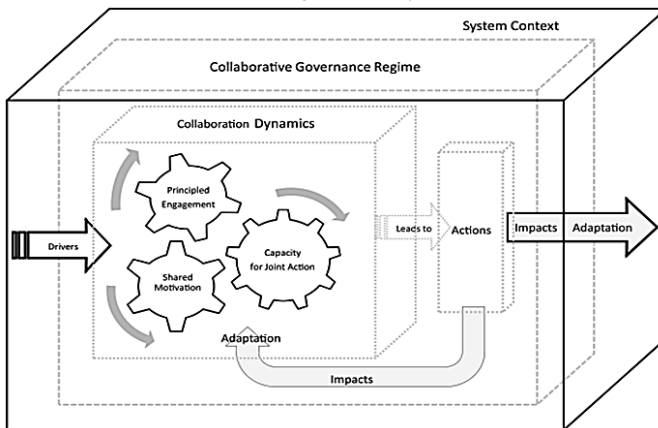
collaborative governance is a condition in which the government seeks to meet public objectives through collaboration between organizations and individuals as well as between government and the private sector. The collective decision-making process based on the concept of collaborative governance emphasizes six criteria, which are as follows:

1. Forum is initiated by public institutions
2. Forum participants include non-governmental actors
3. Participants are directly involved in the decision-making process and not just "consulting" with the government
4. Forum is held formally and brought together collectively
5. Forum is intended to make decisions based on consensus/deliberations (although in practice a consensus is not reached), and
6. Focus of collaboration is on public policy or public management

Furthermore, Ansell & Gash also emphasized that collaborative governance has four variables that influence each other, including (1) starting conditions, (2) institutional design, (3) leadership, and (4) collaborative processes. The starting conditions determine the level of trust, conflict, and social capital in the collaboration process. Institutional design determines the basic rules of collaboration. Leadership provides mediation and key facilities in the collaboration process. Meanwhile, the collaborative process is the core of the collaborative governance model that is non-linear and recurring (Ansell & Gash: 2008, pp. 543-571).

Then proposed the concept of an integrative framework for collaborative governance that emphasizes various overlapping elements between several collaborative approaches, including cross-sector collaboration (Bryson et al.: 2006, pp. 44-55), collaborative planning, network management, collaborative public management (Agranon & McGuire: 2001, PP. 671-681), environmental governance and conflict resolution (Agrawal & Lemos: 2007, PP. 36-45), and collaborative governance (Ansell & Gash: 2008, pp. 543-571).

The theory of the integrative collaboration process in the form of a General System Context which houses the Collaborative Governance Regime (GCR), which includes Collaboration Dynamics and Actions. The context of the system is a fundamental container consisting of various factors that influence and are influenced by CGR, such as political, legal, social, economic, and environmental factors. The context of this system then impacts the dynamics of the collaboration process, which consists of three "driving wheels" including Principled Engagement, Shared Motivation, and Capacity for Joint Action triggered by the Drivers in order to take any action that produces an impact and change desired by the stakeholders involved.



**Figure 1.** Theory Model of Integrative Framework of Collaborative Governance Proc  
 Source: (Emerson et al.: 2012, pp. 1-29).

Collaborative governance covers the context of a general system consisting of political, legal, socio-economic, environmental, and other influences (Borini-Feyerabend: 1996, pp. 480-510). Previous research revealed that there are several key elements that can influence the characteristics of CGR, such as policy and legal frameworks (Bingham: 2008, pp. 247-269), previous failures in dealing with related issues through conventional channels and authorities (Bryson et al.: 2006, pp. 44-55), political dynamics and power relations in society and at various levels of government (Ansell & Gash: 2008, pp. 543-571), historical level of conflict between known interests and level of trust and impact resulting from the employment relations (Ansell & Gash: 2008, pp. 543-571).

Drivers are related to the "conditions present at the outset of collaboration (which) can either facilitate or discourage cooperation among stakeholders and between agencies and stakeholders" (Ansell & Gash: 2008, pp. 543-571). Emerson et al. revealed four main variables for the driving axis of collaboration, namely

leadership, consequential incentives, interdependence, and uncertainty (Emerson et al.: 2009, pp. 27-64). Each of the three drivers of the dynamics of the collaboration process consists of four elements that can determine the achievement of the whole process, as listed in the table below:

**Table (3).** Scheme of Collaborative Governance Elements

Principled Engagement	Shared Motivation	Capacity for Joint Action
a. Discovery	a. Mutual Understanding	a. Procedural and Institutional Arrangements
b. Definition	b. Shared Commitment	b. Leadership
c. Deliberation	c. Trust	c. Knowledge
d. Determination	d. Internal Legitimacy	d. Resources

Source: (Emerson et al.: 2009, pp. 27-64).

The first driver, Principled Engagement, requires multi-stakeholder involvement in terms of uniting principles in order to reaffirm the initial objectives to be achieved together, which is shown from the factors of discovery, definition, deliberation, and determination of principles. Through shared principles, stakeholders who have different relations and identity goals work hand in hand in their respective institutions, sectors, and jurisdictions to resolve problems and conflicts and produce values (Cahn: 2013, pp. 23- 38).

Second, Shared Motivation includes mutual understanding, shared commitment, trust, and internal legitimacy. Shared Motivation underscores interpersonal and relational elements in the dynamics of collaboration and is sometimes also referred to as social capital.

Third, Capacity for Joint Action is closely related to procedural and institutional arrangements, leadership, knowledge, and resources. This capacity is the basis of the empowerment of a group, which can also be called a democratic principle that underlies collaboration.

## RESULTS

### Special Autonomy Policy and Separatism in Papua

Separatism in Papua is not an ideology that has arisen only recently; the desire for independence for some groups has been going on since the unification of West Irian into Indonesia since it was abandoned by the Dutch. After the signing of the New York Agreement, Indonesia often seeks to support the integration and administrative transition of government in the Province of Papua after the transfer of power from UNTEA.

In October 1961, the Dutch Government formed the Papua National Committee, which issued the following manifesto: (1) Determination of the Papua flag; (2) Determination of the Papuan national anthem; (3) Changing the name of the nation to West Papua; (4) Proposal that the flag is raised on November 1st, 1961 (Brundige et al.: 2004, pp. 14-44). This manifesto inspired the demands of the Free Papua Movement (FPM), which actively carried out rebellion and propaganda at the national and international levels. However, there are different forms of separatist supporter movements at home and abroad.

The PVK separatist group supported by the Dutch often developed into other rebel groups, one of which was known as the FPM. The armed conflict triggered by separatist military-political movements calling themselves the Free Papua Organization (FPO) in Papua first broke out in Manokwari on July 26th, 1965 (Suryawan: 2012, PP. 12-26). The FPM also attacked mining activities in Freeport in 1977 (IPAC, 2015) until the latest was the attack on Trans Papua highway project workers in Nduga in 2018 (Suryawan: 2012, PP. 12-26). Domestic armed groups such as the FPM, TPN-OPM, and OSP often carry out attacks against civil society and security forces for their demands for independence.

The Indonesian government itself does not recognize the existence of the FPM and refers to it as Free Papua Organization (OPM). OPM consists of two factions, namely the faction under the leadership of Aser



Demotekay, who was founded in 1963, and the faction under the leadership of Terianus Aronggear, who was founded in 1964. The faction led by Demotekay is relatively more cooperative with spiritual and traditional characteristics. Meanwhile, the faction led by Aronggear popularized OSP with a radical and armed approach. Supporters of separatism abroad emphasize more propaganda and diplomacy to seek the support of countries and international organizations in order to become an independent state. For example, the Third Papuan People's Congress formed a team to request the support of the UN Security Council and other countries in order to be able to help Papua get out of the Republic of Indonesia. The pro-independence group also lobbied internationally by raising the issue of Papua's political history, gross human rights violations, militarism, discrimination, to environmental damage that is happening in Papua today.

The final outcome of the 1969 Act of Free Choice was not considered legitimate by the supporters of the separatist movement due to the low level of trust, participation, and willingness to cooperate among stakeholders. The trigger for separatism in Papua was the lack of community welfare as measured by education, health, economy, and infrastructure, as well as differences of opinion regarding the history of integration and the sense of nationalism.

Indonesia, as a sovereign country, certainly does not allow the development of separatist groups. Based on the legal foundation of the Republic of Indonesia, the government administration in Indonesia uses the Decentralization Principle as a basic concept, in accordance with what is mandated in Article 18 of the 1945 Constitution of the Republic of Indonesia, namely "regional authority and obligation to regulate and manage their own domestic affairs in accordance with the applicable laws and regulations." Decentralization is generally categorized into three, namely political decentralization, administrative decentralization, and fiscal decentralization. Autonomy is an embodiment of decentralization at the regional level.

An autonomous region is a "legal community unit that has certain boundaries that are entitled, authorized and obliged to regulate and manage their own households in the bond of the Republic of Indonesia in accordance with the applicable laws and regulations." Basically, a package of autonomy in a country is influenced by the results of negotiations between the government and the rebel movement. The current Special Autonomy Policy for the province of Papua is the result of negotiations that do not involve the participation of rebel groups demanding independence. In theory, regional autonomy is a form of implementation of the principle of decentralization in Indonesia.

Decentralization of power and regional autonomy policy that is not properly implemented can lead to a loss of control of the central government over the region in question. The formulation of the vision of regional autonomy centered on three main areas of interaction, namely the political, economic and social, and cultural fields. Management in these fields needs to be considered in order to create good integration between the central and regional governments. Therefore, the practice of regional autonomy needs to open the way for democratic governance, optimization of the utilization of regional economic potential, as well as maintenance of social harmony and local values.

In the context of Papua, special autonomy is a form of implementation of the principle of decentralization that is adjusted to a number of basic values that exist among the people of Papua. The seven basic values of Papua's special autonomy are as follows:

1. Protection of the basic rights of the Indigenous People of Papua;
2. Democracy and maturity in the practice of democracy;
3. Respect for ethics and morals;
4. Respect for human rights;
5. The rule of law;
6. Respect for pluralism; and
7. Equality of position, rights, and obligations as a citizen.

Special autonomy is considered as a solution in dealing with the existing problems in Papua, although some studies view special autonomy more as a Political Solution rather than a Welfare Solution (LIPI 2012; Katharina, 2017; PPA, 2010). The condition of the relationship between the central government and the Papua region, which was marked by the issue of separatism and regional conflicts before the existence of a Special Autonomy Policy for the Province of Papua, made the government take a middle ground by imposing the Special Autonomy Policy.

Before enacting the Special Autonomy policy to respond to the issue of separatism, the Indonesian People's Consultative Assembly's Decree No. The IV Year 1999 tried to formulate a policy to overcome the conflict situation that occurred in Papua at that time, which was then followed by the stipulation of Law No. 21 the Year 2001 on Special Autonomy for the Province of Papua. Law No. 21 the Year 2001 is a government instrument to significantly improve the welfare of the people of the Province of Papua in a short time and to strengthen national unity and integrity in Papua, thereby strengthening the integrity and integrity of the Unitary Republic of Indonesia. Therefore, this policy mandates broad authority and great responsibility for the government of the Province of Papua.

Law No. 21 the Year 2001 and its amendment of Law No. 35 the Year 2008 emphasize the importance of improving people's welfare and regional development strategies to eradicate separatism. General Explanation of Law No. 21 defines that this policy seeks to empower indigenous Papuans through the involvement of stakeholders in the formulation of regional policies and the determination of development strategies. The specificity in this law consists of six aspects, namely (1) Socio-cultural and Protection of the Customary Rights of the Indigenous People of Papua, (2) Provincial Authority and Clean and Professional Implementation of Governance, (3) Finance, (4) Implementation of the Strategic Sectors of Development, (5) Political Representation, and (6) Resolution of Human Rights Violation and Reconciliation.

**Table (4).** Substances of Specificity in the Special Autonomy Law for the Province of Papua

No.	Aspects	Description
1.	Socio-cultural and Protection of the Customary Rights of the Indigenous People of Papua	<p>The name Papua replaces West Irian.</p> <p>Papua has regional symbols in the form of regional flags and regional songs as cultural symbols, not as symbols of sovereignty.</p> <p>Recognition of customs in the form of recognition of customs, indigenous peoples, customary law, traditional communities, customary rights, customary courts.</p> <p>Establishment of PPA with all its authorities.</p>
2.	Provincial Authority and Clean and Professional Implementation of Governance	<p>The authority of the Province of Papua is carried out with certain specificities within the framework of the Papua Special Autonomy with Perdasi and Perdusus.</p> <p>Specificity to have desks at the Indonesian Embassy in various countries in the world in the context of the promotion and cooperation of social, cultural, economic, scientific, technological, Monday with various international parties.</p> <p>Appointment of Kapolda with the approval of the Governor of Papua.</p> <p>Appointment of the Head of the Provincial Attorney General's Office with the approval of the Governor of Papua.</p> <p>Arrangements that the creation of security and public order are carried out through synergistic cooperation and mutual respect and harmony between the Central Government and regional governments and the people of Papua by paying attention to aspects of respect for customs, the legal system, and human rights.</p> <p>Providing a large space for the Governor of Papua in the capacity as a representative of the Government and regional heads to carry out close coordination with the central government in the context of exercising central authority in the Province of Papua.</p> <p>Confirming the duties, authorities, rights, and obligations of the Governor, DPRD, and PPA.</p> <p>Arranging harmonious relations between the district/city government and the Province.</p> <p>Regencies / Municipalities are still recognized as autonomous regions.</p>

		Providing large space for the community to exercise control and be directly involved in the implementation of development.
3.	Finance	The nominal figures are given in order to accelerate important development in the fields of health, education, and infrastructure, as well as calculations of the real funding capability.
4.	Implementation of the Strategic Sectors of Development	Regulation on the Basic Pattern of Development of the Province of Papua. Strictly stipulates that 30% of revenue in the context of Special Autonomy is allocated for community education and training, and 15% is allocated for health sector development.
5.	Political Representation	Possibility to form political parties. The political infrastructure and superstructure in the Province of Papua pay special attention to the recruitment of indigenous Papuans so that they can be properly represented in the national and local political system.
6.	Resolution of Human Rights Violation and Reconciliation	Formation of representatives of the National Commission on Human Rights: for the complete and dignified settlement of human rights violations that occurred in the past. Establishment of a Human Rights Court: the certainty that human rights violations do not need to occur in the future. Establishment of the Truth and Reconciliation Commission: disclosure of the truth about the history of the integration of the Province of Papua into the Unitary Republic of Indonesia in the context of reconciliation and strengthening of national unity and unity in the Province of Papua.

Source: Risalah Pembahasan RUU, 2001.

In the financial aspect, the Special Autonomy Law stipulates the distribution of periodic funds for provinces, cities, and regencies in the regions, especially the Special Autonomy Fund and the Additional Infrastructure Funds. From 2001 to 2018, the total Special Autonomy Fund that has been allocated to provinces, municipalities, and regencies in Papua is Rp. 105,186,133,268,500.00 (Lantang, 2020, p. 41), which is mainly focused on financing education, health, and nutrition. Whereas the amount of the Additional Infrastructure Fund is determined based on proposals from the Province aimed at financing infrastructure development in the framework of supporting regional, national and global economic systems. Utilization of this autonomy fund can be seen from the increasing number of education buildings at elementary to high school / vocational high levels, an increasing number of health facilities (Ruru, 2018, pp. 151-172), and decreasing poverty percentage (Lantang, 2020, p. 41).

**Table (5).** Number of Population in Poverty in the Province of Papua  
 The year 2011-2019

Year	Percentage of Population in Poverty (%)		
	City	Village	City + Village
March 2011	4.60	41.58	31.98
September 2011	4.75	40.53	31.24
March 2012	4.24	40.55	31.11
September 2012	5.81	39.39	30.66
March 2013	6.11	39.92	31.13
September 2013	5.22	40.71	31.52
March 2014	4.47	38.92	30.05
September 2014	4.46	35.87	27.80
March 2015	4.61	36.66	28.17
September 2015	3.61	37.34	28.40
March 2016	4.42	37.14	28.54
September 2016	4.21	37.07	28.40
March 2017	4.46	36.20	27.62
September 2017	4.55	36.56	27.76
March 2018	4.51	36.63	27.74
September 2018	4.01	36.65	27.43
March 2019	4.26	36.84	27.53

Source: (IPA, 2020, pp. 232-250).

Despite the apparent changes and improvements in the aspects of welfare and public infrastructure in several fields due to the use of special autonomy funds in the Province of Papua, a LIPI researcher stated that Special Autonomy funds are tainted with corruption, under poor financial management and implemented improperly. The inappropriate implementation of Special Autonomy Policy in Papua has an impact on various fields, such as the low quality of maternal and child health (Bisma: 2010, pp. 75-86), the high number of population with illiteracy to high cases of HIV / AIDS infection (Kemenkes, 2016). This can hamper the achievement of the development potential and welfare of the Papuan people, which are important in preventing and overcoming the emergence of conflict and separatism in Papua.

### **Collaborative Governance as a Means of Conflict Management in Papua**

The starting conditions of the Indonesia-Papua relations marked by the Papuan integration process in 1962, the government's efforts to resolve the conflict, as well as the stakeholders' awareness of the importance of cooperation and collaboration in order to safeguard the integrity of the Republic of Indonesia are the Driving Axes of the collaboration process between the government and various stakeholders. One of the Papuan conflict management strategies used by the government is through the implementation of policies that prioritize the welfare of the community, including the completion of human rights cases in Papua, in the form of the Special Autonomy Year 2011 Law.

The Special Autonomy Law has the main objective to facilitate the assimilation and integration of Papua into Indonesia by accelerating development and improving the welfare of the people. This law is also intended to overcome separatist conflicts that often arise in the Papua region due to social and economic inequality and other historical factors. The approach used in the Special Autonomy Law supports local wisdom and political identity in the Papua region in accordance with the third foundation of conflict management expressed by Taum.

To understand the success rate of the implementation of the Special Autonomy Law in an effort to overcome FPM based on a collaborative governance perspective, a comparison was made between survey data on the Special Autonomy Policy with three variables that were the driving force for the success of the collaboration process according to Emerson's concept of the integrative framework of collaborative governance, namely the Principled Engagement, Shared Motivation, and Capacity for Joint Action. This step is carried out to determine whether the implementation of the Special Autonomy Law meets the criteria of each variable so that it will realize Collaborative Action or it will actually become a Collaborative Inertia (Emerson et al.: 2012, pp. 1-29).

From the survey data of the Special Autonomy policy in the Province of Papua conducted by researchers in the period 1 - 12 February 2020, it appears that there are differences of opinion regarding the successful implementation of this policy, particularly in terms of conflict management efforts and increasing the level of community welfare. This survey consisted of questions in the form of questionnaires given to 200 respondents who were randomly selected in several districts and cities in the Province of Papua. Quality control of the survey is carried out by arranging minimal education and intensive training for interviewers. Then, quality control and data confirmation by telephone to 30 respondents.

The results of the research survey indicate differences of opinion and assessment of the Papuan people regarding the implementation and success rates of special autonomy policies in the Province of Papua for the last twenty years or so, which include the contribution of special autonomy policies to development, welfare, security and conflict management as well as community involvement or collaboration in the formulation and implementation of special autonomy policies. Survey data show that in general, 50% of respondents rated that the implementation of Special Autonomy in Papua during the last 20 years as fair, while 18% said it was good, 15% very poor, 9% very good, and 8% poor (diagram 2).

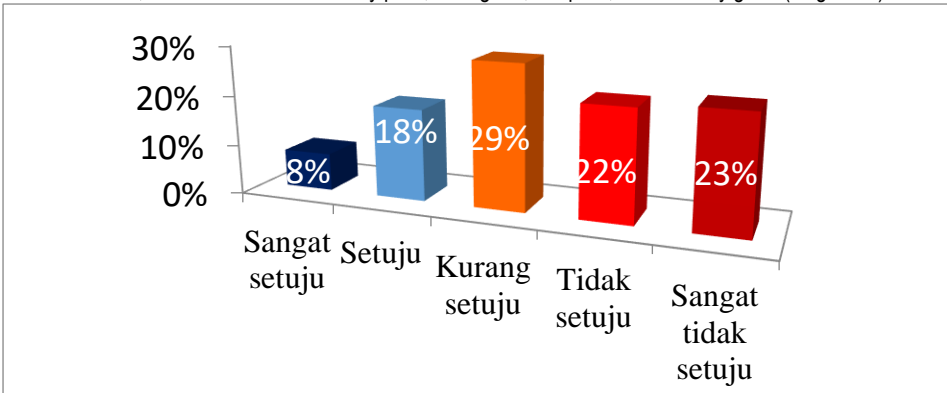


**Figure 2.** Assessment on the Implementation of Special Autonomy in Papua

Source: Researcher's Survey Result, 2020.

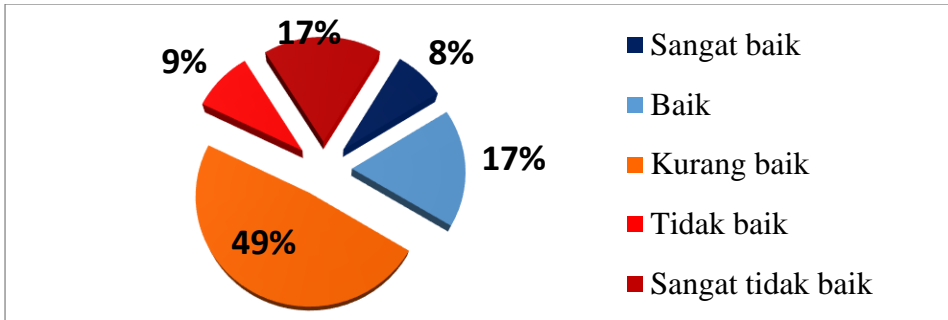
Respondents' assessments about the improvement of the security and comfort of the Papuan people are closely related to the success of the government in terms of conflict management and handling separatist movements or other armed movements that can be unsettling for the community. Survey data show that 29% of respondents have fairly disagreed that Special Autonomy has contributed to improving the security and comfort of people in Papua for the past 20 years, while 23% strongly disagree, 22% disagree, 18% agree, and 8% strongly agree (diagram 3).

Furthermore, the Indonesian government seeks to involve various stakeholders in the form of collaboration for the formulation, implementation, and evaluation of Special Autonomy in the Province of Papua in order to improve the welfare of the community and deal with problems in Papua. However, 49% of respondents stated that community involvement in policymaking and problem-solving in the Special Autonomy era was still fair, while 17% said it was very poor, 17% good, 9% poor, and 8% very good (diagram 4).



**Figure 3.** Contribution of Special Autonomy on the Improvement of Security and comfort of Papuan Community

Source: Researcher's Survey Result, 2020.



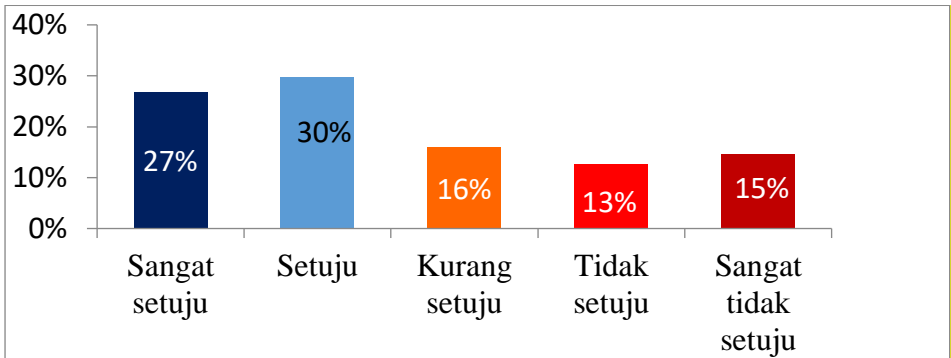
**Figure 4.** Community Involvement in the Policy Formulation and Problem Solving Process

Source: Researcher's Survey Result, 2020.

Overall, the implementation of the Special Autonomy for the Province of Papua policy still requires a lot of enhancement and improvement to support the government's efforts to suppress the pro-independence or separatist movement, which is dangerous not only for the civil society in the Papua region but also for the sovereignty and unity of the Unitary Republic of Indonesia. This is indicated by the opinions of respondents who revealed that 30% of them agreed and 27% of them strongly agreed that Special Autonomy was deemed to have failed in fulfilling its mandate, while 16% said fairly disagree, 15% strongly disagree, and 13% disagree (diagram 5).

From the perspective of conflict management, the foundation of historical justice and memories of suffering have not yet been fully fulfilled. This is evidenced by the differences in perspectives between separatist groups and Indonesian people in other regions in general, including the Indonesian government, regarding the process of integration and sense of nationalism. Historical issues are often become an interesting subject of discussion among activists and used by independence groups to attract sympathy. The high level of violence resulting from repressive efforts in overcoming conflicts often actually endangers the success of the conflict handling process itself because it will add to the long list of memories that will trigger resentment, distrust, and motivation to separate from Indonesia, but on the other hand, the Indonesian Government also could not remain silent when they saw separatist groups shooting civilians and state officials. Various alternatives continue to be pursued by the Indonesian government, such as the political demands of the separatist movement, which will be more effective if carried out using a humanist approach such as deliberation, support, and development (Suaedy: 2018, P.67).

Learning from the approach taken by the German government in relation to the Holocaust massacre by the Nazi regime, the Indonesian government also needs to seek measures to open discussion rooms without repression with separatists and prevent the emergence of various factors which may trigger separatism, such as discrimination and racism that are widely spread in the community. In connection with the Reconstruction of Papuan Identity, one of the factors which are proved to trigger the separatist conflict is the educational, economic, and social inequality between indigenous people of Papua and migrants. Demographic changes due to the dominance of migrants led to the marginalization of indigenous Papuans in their own land, which will slowly foster a collective feeling that their existence will be threatened (Taum: 2015, pp. 23-43). Although the 2011 Special Autonomy Law contains provisions regarding socio-cultural aspects, protection of customary rights to political representation, the survey results of researchers indicate that the application in the field is still considered unsuccessful by the respondents.



**Figure 5.** Opinion on the Assumption of Failure of Special Autonomy

Source: Researcher's Survey Result, 2020.

In terms of the integrative framework of collaborative governance, Emerson et al. stated that to move the process of collaboration, it is necessary to fulfill the criteria of three main variables, which are Principled Engagement, Shared Motivation, and Capacity for Joint Action. In matters related to Principled Engagement, the results of the survey and review of previous studies published in the discussion explained that not all interested parties were involved in the process of formulating the Special Autonomy Law, including separate groups that were the subject of this law. In this study, the results of the FGD interviews also showed the role of Non-State Actors such as community leaders, NGOs, and traditional and religious leaders in relation to Special Autonomy programs in the regions (Emerson & Gerlak: 2014, pp. 768-781).

Although some of the criteria for this variable have been met, namely participation with people with the intention, relationship, and identification of different goals in solving problems or shared conflicts (Cahn: 2013, pp. 23- 38), there are still a number of parties which is not involved. The data in diagram 4 also shows a similar situation, where 49% of respondents think that community involvement in policymaking and problem solving is still considered fair.

Shared Motivation consists of a cycle of four important elements, namely trust between parties, understanding, internal legitimacy, and commitment. To meet the criteria of this variable, all parties involved in the collaborative process of implementing the Special Autonomy Law must be able to work together, share with one another and prove that they can be trusted (Fisher & Brown: 1989, pp. 12-24). Trust is a fundamental factor that cannot be replaced. This is also a fundamental problem because it involves suspicion and conflicts of interest between Jakarta and Papua (Interview results, 2019). Therefore, it is necessary to have the trust of all parties involved in the collaboration process to achieve the goals of the collaborative work.

In the context of Papua, the influence of separatist movements at home and abroad after decades of adoption of the Special Autonomy Law demonstrates the pessimism and distrust of some parties over the ability of the central government to accelerate development and improve the welfare of the Papuan people, resulting in preference to leave Indonesia. In addition, the survey data in diagram 3 shows that 29% of respondents feel fairly disagree that Special Autonomy has contributed to improving the security and comfort of people in Papua. The data implies that there is a pessimism in the community regarding the effectiveness of Special Autonomy in Papua. Not only that, the outbreaks of conflict based on separatist ideology, such as the Wamena conflict and the Nduga conflict (Eryanto et al.: 2019, pp. 12-27), also show the ineffectiveness of government conflict management in suppressing separatist movements.

The Capacity of Joint Action ensures that all parties involved in the collaboration process are able to work together to achieve goals that cannot be met if done alone. In other words, collaboration can increase the capacity of each party involved so that they can achieve common goals through cooperative activities. Good procedural and institutional arrangements, leadership, knowledge, and resources are needed to be able to

increase the capacity of the parties' actions to carry out a successful collaborative process. The problem that often arises in the implementation of Special Autonomy is the lack of quality human resources capable of managing special autonomy funds, causing budget misuse to corruption. One of the most affected factors is the high level of poverty in Papua, evidenced by Indonesian Statistics of the Province of Papua data which shows that poverty in the cities and villages in Papua is still relatively high, namely 4.26% of the population in the city and 36.84% in villages as of March 2019. This shows the lack of capacity, competence, and leadership to manage the resources that have been allocated by the central government to the local government of the Province of Papua, thus threatening the successful implementation of Special Autonomy in the field. Along with this, survey data show that 30% of respondents agreed with the assumption that Special Autonomy failed to be implemented, and 50% of respondents considered that the implementation of Special Autonomy was fair.

## **CONCLUSION**

Implementation of the Special Autonomy policy requires collaboration and active participation from various parties at the central and regional levels as an effort to manage conflict with the Papuan people in general and separatist groups in particular. With the appropriate drivers, the collaboration process can be initiated if it involves all stakeholders. The results showed that there were still weaknesses in the implementation, so that there was public dissatisfaction regarding the implementation of Special Autonomy Law. These weaknesses are seen in the three foundations of conflict management and the three drivers of the collaboration process in governance.

The success of conflict management in Papua needs to take into account the fulfillment of three main foundations, namely Historical Justice, Memoria Passionis, and Reconstruction of Papuan Identity. The weakness of the government's conflict management strategy related to the first foundation, Historical Justice, consist of a lack of common perception of independence between separatist groups and the Indonesian government, so that there is still a pro-independence movement that considers that Pepera 1969 is invalid and Papua has the right to become an independent state. Weaknesses related to the second foundation, namely Memoria Passionis, consist of the problem regarding the memory of people's suffering due to violence, poverty, and other inequality that has not yet been resolved. Weaknesses related to the last foundation, Reconstruction of Papuan Identity, consist of the threat to local Papuan identity as a result of radical demographic changes in the region as well as the low level of representation of indigenous people of Papua in various forums and institutions involving their interests.

The success of the collaboration process in policy implementation needs to take into account the fulfillment of the criteria of three main variables, namely Principled Engagement, Shared Motivation, and Capacity for Joint Action. The weakness of the implementation of the Special Autonomy Law related to the first variable, Principled Engagement, consists of the non-fulfillment of criteria which require all parties who have an interest in a collaborative process to be actively involved, starting from the level of formulation to the level of implementation. The weaknesses related to the second variable, Shared Motivation, consist of the lack of cooperation and trust between the parties that have interests. Weaknesses related to the last variable, Capacity for Joint Action, consist of the low quality of human resources which are given responsibility for managing the facilities provided by the Special Autonomy Law, especially the Special Autonomy Fund and the Infrastructure Fund.

Overall, the implementation of the Special Autonomy Law requires more improvement. This is evidenced by the results of the survey, which demonstrate that 50% of respondents considered that the implementation of Special Autonomy in Papua for the last 20 years as fair, while 18% said that it was good, 15% very poor, 9% good and 8% poor. Furthermore, 29% of respondents fairly disagreed, and 23% strongly disagreed that Special Autonomy has contributed to the improvement of the feeling of security and comfort among the people in Papua. As many as 49% of respondents stated that the community involvement in policymaking and



problem resolution in the Special Autonomy era was fair, while 30% of them agreed and 27% strongly agreed that Special Autonomy was considered to have failed in fulfilling its mandate.

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ACT OF FREE CHOICE OF THE PROVINCE OF PAPUA DATED 14 JULY 1969

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**BIODATA**

**S. ANRIANI:** Stepi Anriani., S.IP., M.Si is a Doctoral Student of Administrative Sciences, Faculty of Administrative Sciences (FIA), University of Indonesia. She is currently a Lecturer at the State Intelligence College (STIN). She obtained her Bachelor Degree (S.IP) at Government Science, Faculty of Social and Political Sciences, Padjadjaran University in 2009 and her Masters (M.Si) in Intelligence Strategic Studies at the University of Indonesia in 2012. She has been an Expert Staff in several ministries and guest lecturer at various universities. She is teaching Intelligence Analysis and Carrying Out Intelligence Research in Papua, as well as writing a book entitled "Intelligence and Regional Head Election (Pilkada)" in 2018 and in 2020, she published a journal with the title of "Collaborative Governance in Eliminating Papua Separatist Movement". She can be reached at the email: [stepianrianiindonesia@gmail.com](mailto:stepianrianiindonesia@gmail.com).

**A.Y.S. RAHAYU:** Prof. Dr. Amy YS Rahayu, M.Si. is a permanent professor in the field of Public Administration at the Indonesian Faculty of Administrative Sciences (FIA UI). In 2014, she was confirmed as a Professor and since 2016, she has served as Secretary Board of Professors at FIA UI. In addition, she is currently the Head of the Collaborative Governance and Dynamic Public Service (CG-DPS) Research Cluster at FIA UI. She earned her Doctorate (S3) from the Bogor Agricultural Institute (IPB) in 2004. Furthermore, she also obtained her M.Si. (S2) in 1993 and Dra (S1) in 1986 from the Department of Administrative Sciences, FISIP UI. Her e-mail is: [amy\\_soeroso@yahoo.com](mailto:amy_soeroso@yahoo.com).

**R.V. SALOMO:** Dr. Roy Valiant Salomo, M.Soc.Sc. is Associate Professor at Faculty of Administrative Science (FIA), University of Indonesia (UI). He gives lectures to undergraduate program, master degree program and doctoral degree program students at the University of Indonesia in Administrative Reform and Administrative Paradigm and Theory, Public Policy, Public Service Management and Local Government Finance. Dr. Roy used to be the head of Public Administration Department and Acting Dean of The Faculty of Administrative Sciences, UI. He also used to work for The National Public Administration Institute of the Government of Indonesia (GOI). Dr. Salomo graduated his undergraduate study at University of Indonesia, got his Master degree from University of Birmingham in UK and his Doctoral degree from University of Indonesia in 2006. From 2004 to 2007 became national assessor/appraiser for public service quality at the Ministry of Administrative and Bureaucratic Reform GOI. From 2017-2019 became member of Administrative Reform Road Map team, Ministry of Administrative and Bureaucratic Reform. He was member of team in designing Law on Public Services (2005-2008) in Indonesia and member of team in revising the Law on Local Government in Indonesia (2007-2009). ORCID ID: 0000-0003-2501-7629. E-mail: [royvsalomo2357@gmail.com](mailto:royvsalomo2357@gmail.com).

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### Staff performance in call service recovery in Thailand's insurance industry

*Desempeño del personal en la recuperación del servicio de llamadas en la industria de seguros de Tailandia*

**R. NIYOMDECHAR**

<https://orcid.org/0000-0003-1471-6782>

[niyomdechar@gmail.com](mailto:niyomdechar@gmail.com)

Assumption University, Thailand

**P. V. SYAMALAKUMARI**

<https://orcid.org/0000-0002-4497-1066>

[psyamalakumari@au.edu](mailto:psyamalakumari@au.edu)

Assumption University, Thailand

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#### ABSTRACT

This study investigates the mediating effect of surface traits, Individual Customer Orientation (ICO), towards the relationship between Internal Service Quality (ISQ) and Service Recovery Performance (SRP) in the call center. Using Service Profit Chain (SPC), the integral part of internal service quality was proposed through organizational factors, work environment, and personal factors (modeled as backgrounds). Self-administered questionnaires were distributed to 858 call center employees who worked in insurance companies. The results revealed that frontline employees' individual customer orientation mediates the relationship between internal service quality and service recovery performance.

**Keywords:** Individual Customer Orientation, Internal Service Quality, Service Profit Chain, Service Recovery Performance, Surface Traits

#### RESUMEN

Este estudio investiga el efecto mediador de los rasgos superficiales, la Orientación Individual al Cliente (ICO) hacia la relación entre la Calidad del Servicio Interno (ISQ) y el Desempeño de Recuperación del Servicio (SRP) en el centro de llamadas. Utilizando Service Profit Chain (SPC), se propuso la parte integral de la calidad del servicio interno a través de factores organizacionales, del entorno laboral y factores personales (modelados como antecedentes). Se distribuyeron cuestionarios autoadministrados a 858 empleados del centro de llamadas que trabajaban en compañías de seguros. Los resultados revelaron que la orientación individual al cliente de los empleados de primera línea media la relación entre la calidad del servicio interno y el desempeño de recuperación del servicio.

**Palabras clave:** Orientación individual al cliente, calidad del servicio interno, cadena de beneficios del servicio, rendimiento de recuperación del servicio, rasgos de la superficie

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## INTRODUCTION

To generate growth and profit, service companies have to create the value of service and deliver satisfaction to their customers (Jermstittiparsert: 2019, pp. 52-58). For a few decades, the service sector has received great attention in the notion of quality compared to the manufacturing sector. Therefore strategy formation becomes more important. Unlike physical product delivery, delivering customer satisfaction requires huge human involvement. Previous studies have shown that the interaction with frontline employees of the organization has determined the customer's perception (Blignaut & Ungerer: 2014, pp. 16-28; Jermstittiparsert: 2019, pp. 52-58). This is true especially with the service industry, where frontline employees are considered as one of the most direct channels between customers and the company (Chicu et al.: 2016, pp. 25-45). Among many customers, frontline employees themselves represent the organizations. Hence, organizations have to take into consideration giving special attention to the service employees to maintain not only customer satisfaction but also customer loyalty (Gazzoli et al.: 2013, pp. 9-21). To maintain the quality of the service in a competitive environment, the company should not focus on the service delivery the first time only, but it should consider the recovery of the service failure. In the insurance industry, service recovery has been identified as a competitive advantage for the success of the firms, while the problems related to customer services are normally handled by call center employees (Zakaria et al.: 2020, pp. 1518-1525).

Even though the SPC model has been examined in a wide range of industries in different cultural contexts, most of the models have been applied for traditional services, which involve face-to-face interaction, and there was limited research done on call centers. Additionally, there is a lack of empirical support that confirmed the integrated model of organizational factors, human resource practice or work environment factors, and personal factors, which are considered as "internal service quality." Therefore, the first objective of this study is to examine the impact of the integral part of organizational, human resource practices, and personal factors, a proxy of internal service quality, modeled as 'antecedents' to 'service recovery performance' by applying the SPC model in non-face-to-face service (Haskett et al.: 1997, pp. 308-315).

Previous literature studied the mediating effect of personality traits using the Five-Factor Model (FFM), referred to as the Big Five (Lado & Alonso: 2017, pp.175-182). Despite the fact that the FFM has been commonly applied in personality research, previous literature argued that the FFM might not allow the researcher to predict the business performance (Blignaut & Ungerer: 2014, pp. 16-28). Therefore, the second objective of the present study is to explore the mediating effect of surface traits, an individual customer orientation, on the relationship between internal service quality and service recovery performance. As a result, the present study provides important insights to SPC literature that not only managerial support in the organizational level, work environment level, and personal level but surface traits in the 3M Model should also be considered in the SPC model in order to enhance service recovery performance. Moreover, the result from Structural Equation Modeling (SEM) provides important insight to understand that in addition to specific aspects of individual service employees, their related situations, environment, and holistic nature of interactions should be included (Saengchai & Jermstittiparsert: 2020, pp. 188-203).

## LITERATURE REVIEW

The Service Profit Chain (SPC) model was developed by Heskett, Jones, Loveman, Sasser & Schlesinger (1994), and the framework has been used to drive a strategic vision in the service industry. The delivery of service quality is the center of the SPC model. The logic within the SPC model reveals that the better the internal service quality, the higher the employee satisfaction, and subsequently improves the service quality delivery and business performance (Haskett et al.: 1997, pp. 308-315). The definition of internal service quality in this study refers to a supportive working environment characterized by employee attitudes and feelings toward their jobs, colleagues, companies, and the way each employee serves each other within the organization (Heskett et al., 1997). In order to align with recent literature on the frontline employee, the three main variables within internal service quality studied are organizational factors, human resource practices or work environment factors, and personal factors (Boshoff & Allen: 2000, pp. 35-49).

### **Service recovery performance**

The dependent variable of the research framework is perceived service recovery performance (SRP), a representation of service quality, which leads to employee outcomes. SRP is referred to as “a means of satisfying aggrieved and dissatisfied customers after a service or product has failed to live up to expectations.” For decades, this variable has been studied in several sectors, public healthcare, banking, and retails, for example (García-Buades et al.: 2020, p. 69). Most of these studies are done in western countries, and the results have been inconsistent and failed to provide generalizations across countries. This is particularly true in the Thai context, where the number of researches is limited. According to (Heskett et al.: 1994, pp. 164-174), the strength of the link within the SPC framework may yield different outcomes from one organization to another.

### **Organizational factor**

Boshoff and Allen (2000) have defined organizational factors as the perception and attitudes frontline employees have towards the organization. These are “customer service orientation,” “management commitment to service excellence,” and “rewarding customer service excellence.” First, customer service orientation is the practice within the organization where its central strategy is to focus on customer service. Previous studies revealed that organizational customer orientation and organizational performance are significantly associated (Javed & Zakaria: 2018, pp. 90-411). The second variable under organizational factors is management commitment to service excellence. Researchers indicated that the challenge for management is to create value for all parties, customers, employees, and vendors in the value chain. As a result, it is suggested that the stronger the commitment from management to service quality, the better the service recovery performance. The third variable under organizational factors is rewarding customer service excellence. The design of rewarding systems within service organizations should be linked to customer service excellence. Rewarding does not only affect the organizational level, but it also impacts the individual level. The items used in this study are adopted from Boshoff & Allen (2000). Thus, the first hypothesis is derived and explained as:

H1: Organisational factor is positively related to service recovery performance

### **Work environment factors**

Work environment factors or human resource practice is defined as a multidimensional variable comprising teamwork, training, and empowerment. The work environment impacts service recovery performance because it influences employee’s feelings and behavior. This relationship is even stronger among frontline employees as their feelings can be reflected in their direct interactions with customers. Hence, this study incorporates the three variables, which have a significant impact on service performance; these are training, teamwork, and empowerment. First, training; both technical and functional training should be given to frontline employees so that they can serve customers better (Boshoff & Allen: 2000, pp. 35-49), especially in service recovery, which requires different skills to manage customer’s problems quickly. Second, a teamwork environment within the department or organization will make employees experience more co-operation and encouragement within their team to deliver service quality to customers. Previous literature revealed that teamwork has a positive influence on SRP in public health, banking, and life insurance industries. Third, empowerment is one of the crucial variables that management should not overlook in order to deliver better service recovery to customers at the right time. As a result, they will be able to return unsatisfied customers to happy customers. Among all three variables, it is valid to say that the more positive employees feel about their work environment, the better the service quality delivered to customers or better the service recovery performance. Thus, this leads to the derivation of hypothesis 2

H2: Work environment factor is positively related to service recovery performance

### Personal factors

Personal factor is an assessment that employees evaluated service quality they delivered to customers. It is related to their personality that influences customer satisfaction. This set of variables affect the employee's behavior and the way an individual employee reacts towards service recovery. Analyzing these personal factors does not only help the organization to understand employees in a specific environment but also to identify those who are likely to persist in a specific environment. This is particularly required in a call center environment, where it is more difficult and stressful as employees are required to manage dissatisfied customers (Chicu et al.: 2016, pp. 25-45). Personal factors comprise role ambiguity, role conflict, and emotional exhaustion. Role ambiguity exists when the employees are unsure about the job they are expected to deliver. An example of role conflict in a call center environment is when priority set management is to focus on two different outcomes, productivity and service quality. The studies found that if the role conflict occurs in the service organization, the employee would give priority to productivity and put service quality second. Due to the specific environment within call center work, it increases the level of emotional exhaustion. The studies revealed that workforces with emotional exhaustion are unlikely to deliver service recovery. Therefore, hypothesis 3 is derived:

H3: Personal factors customer service excellences is negatively related to service recovery performance

### Social Cognitive Theory (SCT)

Learning has a significant influence on work behavior. SCT provides a framework to explain the links of variables within SPC. According to Bandura (1977), human behavior is influenced by three factors: personal, behavioral, and environmental, and the process has been placed as an integral part of behavior change. In order to explain employee behavior within the organization, Bandura (1977) also emphasizes the role of observational learning and social experience in one's personality development. That is to say that the service climate within the organization plays a significant role in changing or shaping employee's behavior. Nevertheless, the cognitive process plays a vital role in encoding and performing behavior. A three-way interaction between personal, behavior and environment, explains not only behavior that influences the person and environment, but also the environment or the person himself abetted behavior (Bandura: 1977, pp. 191-215). Thus, employees and their behavior in the organization can create change in the environment. Vice versa, the change in the environment, which is affected by the implementation of processes or procedures, can also influence employee's behavior. Based on these ideas, this study will extend to investigate the mediating effect of individual person's attitudes or perceptions on customer orientation. Taken together SPC and SCT, the study explores how the organization can promote firm customer orientation through the learning among frontline employees through individual customer orientation. The conceptual framework in this study is derived in order to ensure that service organizations consider individual customer orientation of employees whether they can perform the work effectively within call center context, where there is a more stressful environment (Chicu et al.: 2016, pp. 25-45).

### Employee Customer Orientation as Mediator

Scholars have suggested two different perspectives in giving the definition of customer orientation. One is organizational level or firm customer orientation, and the other is individual employee level (Gazzoli et al.: 2013, pp. 9-21). Employee customer orientation is a critical personal resource for a frontline service position, and that contributes to service firm performance (Gazzoli et al.: 2013, pp. 9-21). Gazzoli et al., 2013 have defined "employee-customer orientation" in-service setting as "an individual's disposition or tendency to meet customer needs in an on-the-job context." Marketing literature has defined customer orientation as a comparative to the psychological variable, as it is related to different outcomes at the individual level such as frontline employee performance, service employee job attitudes (Gazzoli et al.: 2013, pp. 9-21). In an unusual circumstance like service recovery, employee-customer orientation plays a more important role, as it influences frontline employees to perform their best to satisfy their customers, regardless of formal procedures or standard practices within the organization. Hence, frontline employees who have a better customer



orientation tend to be more engaged in customer-satisfying behavior. The measurement of the “employee-customer orientation” within the selling concept has been developed by Kharouf et al. (2019), so-called ‘individual customer orientation.’ The objective of customer orientation aims to create and deliver value to customers and make customers satisfied, these are assumed to facilitate employees to understand customers’ needs, so this concept should be applied to call center employee, as frontline employees also create and deliver service quality which has an impact of customer satisfaction and their perception towards service organization (Kharouf et al.: 2019, pp. 240-262).

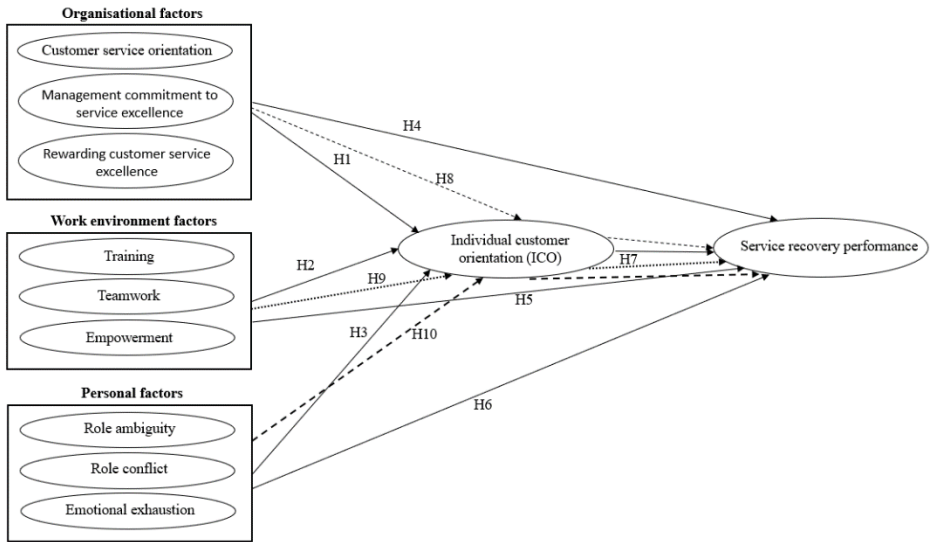
Williams and Wiener (1990) stated that “customer orientation” is the employee’s behavior that can be learned and can be influenced by environmental factors. This can be adapted over time. In line with Grizzle et al. (2009), where researchers have stated that with the improvement of customer orientation climate, customer-oriented behavior of employee would improve, and in turn, promote the performance of the employees in satisfying customer needs. Hence it could be stated that “individual customer orientation” will have a stronger influence on organizations that have a better customer orientation environment. An employee with high customer orientation will avoid any behavior that may cause dissatisfaction. As a result, it will improve the perceived service quality.

In the service quality area, even though empirical evidence exists to support that attitudes of employees to customer orientation is important, there is a need for research that incorporated both organizational factors and employee attitudes and personal factors in delivering service quality in the same model (Dean & Rainnie: 2009, pp. 120-140). Selecting call center employees with the right appropriate attitudes to work in a call center environment does not only contribute to the basis of “customer orientation,” but it also facilitates the service quality that they delivered to customers. However, this finding is yet to confirm whether the variable plays the role of an independent variable or mediator. Therefore, recent studies do not only show greater support in employee-customer orientation than organizational customer orientation; both moderating and mediating effects of employee-customer orientation have also been revealed (Grizzle et al.: 2009, p.1227). Thus, employee-customer orientation can be best conceptualized as a personality-related attitude (Zablah et al., 2012). Based on previous literature, the hypotheses are derived as below:

- H4: Organisational factor is correlated with individual customer orientation
- H5: Work environment factor is correlated with individual customer orientation
- H6: Personal factor is correlated with individual customer orientation
- H7: Individual customer orientation is positively correlated with SRP

Employee customer orientation at the individual level or individual customer orientation is the mediator in this research framework and is proposed as a positive relationship. In this context, employees with customer orientation are ones who tend to be more willing to interact and understand customers, deliver service and solutions with customer’s interest at first. Hence, the frontline employee with higher customer orientation tends to be more engaged in satisfying customers and deliver service quality. Thus, in this study, it is proposed that the employee-customer orientation mediates the relationship between the antecedents and dependent variable. Therefore, the three hypotheses are listed below.

- H8: Individual customer orientation mediates the relationship between organizational factors and service recovery performance
- H9: Individual customer orientation mediates the relationship between work environment factors and service recovery performance
- H10: Individual customer orientation mediates the relationship between personal factors and service recovery performance.



**Figure 1.** Conceptual Model And Hypotheses Of The Study

## **METHODOLOGY**

The research employed correlational research design using Structural Equation Modelling (SEM). The sample comprises of 858 participants. Respondents are asked to indicate their level of agreement towards each statement, where one represents “strongly disagree,” and five represents “strongly agree.” 9 out of 60 items in the questionnaire were reversed to reduce the common method bias. To reduce the impact of cultural differences and increase the validity and internal reliability, a back-translation by a professional translator has been adopted in this questionnaire together with the review from academic professors and call center experts. To ensure the reliability, readability, and time required to complete the survey, a pre-test was conducted using a sample of 57 call center employees prior to the actual study. The reliability was analyzed to assess the internal consistency of the entire scale of measurement. The Cronbach’s Alpha coefficients are all above 0.8, except emotional exhaustion and role conflict, where Cronbach’s Alpha coefficient is 0.649 and 0.560, respectively.

## **Sample**

In the actual study, 12 insurance companies were selected on a convenience basis to participate in the survey. Eight hundred fifty-eight responses were completed and returned. Among a total of 858, 27% of respondents are male with an average during 25-35, 72% are female with the average age of 25-35 but slightly older than male. The average service year is between 1-3 years. The distribution is consistent with the data reported by the Office of Insurance Commission, where 35% are male, and 65% are female.

## **Instrument validity and reliability**

### **Measurement Model:**

Total samples of 858 are randomly split into two datasets, the first dataset with 250 samples as measurement sample, a second dataset with 608 samples for analysis sample. The initial sample of 250 or measurement samples was used for testing the psychometric properties of the measurement tools. The

remaining 608 analysis samples were used for testing the path model. In the measurement model, the Cronbach's Alpha coefficient of all constructs is greater than 0.7, which is considered satisfactory internal consistency. One construct that is slightly lower than 0.7 is Teamwork, with 0.685. However, the researchers decided to keep this variable for further analysis.

### **Exploratory Factor Analysis (EFA):**

Following the reliability analysis, total items of 60 are subject to exploratory analysis. Sixty items loaded well on the 11 factors (described in figure 1) were nine factors modeled as antecedents (3 latent factors each under organizational factor, work environment factors, and personal factors), one latent factor for service recovery performance as the dependent variable, and one latent factor for individual customer orientation. To reduce the number of items to be estimated, 60 items are combined into composites using the parceling technique (Mekhum & Jermstittiparsen: 2019, pp. 176-187). After parceling, the number of items measuring latent constructs reduced from 60 items to 27 parcels. These 27 parcels are used in further analysis.

### **Confirmatory Factor Analysis (CFA):**

Using 250 samples, CFA first-order model has employed 27 indicator parcels linked by 11 latent variables, was chosen by the researcher based on theoretical understanding and appropriateness for the proposed research. The structural models were applied by analysing covariances of the individual items using Amos Version 6.0. The model fit indices showed a good fit with Chi-square = 277.65; df = 269; p-value >0.05; GFI = 0.926; CFI = 0.998; TLI = 0.998; PNFI = 0.722; RMSEA = 0.011). These indicated a model derived from 27 parcels fits the sample data (Mekhum, 2012). The second-order model grouping 9 latent construct into 3 variables as antecedents. All second-order factors show adequate convergent and discriminant validity with Chi-square = 309.465; df = 305; p-value >0.05; GFI = 0.918; CFI = 0.999; TLI = 0.999; PNFI = 0.813; RMSEA = 0.008). These indicated a model using 3 independent variables as antecedents fits the sample data (Mekhum & Jermstittiparsen: 2019, pp. 176-187). The chi-square difference between first-order and second-order model is -0.017 with p-value > 0.05, which is considered not statistically significant. Based on conceptual framework and align with research objective, second-order model is chosen for further analysis.

### **Structural Equation Modeling (SEM)**

SEM was used to test the path model. Based on the measurement model (model 1) of 250 samples and analysis model (model 2) of 608 samples, three independent variables are modeled as antecedents directly associated with dependent variables. The fit of the path model suggested representing the structural relationships between the three independent variables, and one dependent variable was evaluated via SEM. The overall chi-square goodness-of-fit value were insignificant for model 1 and model 2,  $\chi^2$  (df = 305, 305) = 309.465 and 328.592 respectively,  $p > .001$  for both models, and the incremental fit indices (GFI, TLI, CFI) of two models are above .90. This indicates the model of measurement and analysis data is a good fit when compared to the independence model in that the posited model represented over a 90% improvement in fit over the null or independence model; therefore, supporting the structure of the posited direct path model. The RMSEA value of 0.011 is also with the acceptable range; thus, indicating that the model fits the data well. In addition, the PNFI value was 0.813 and 0.844 which is used for comparing the goodness-of-fit for competing values. The researcher assumed that the dimensions in the measurement model were correct. In order to examine whether the dimensions identified in the analysis model are not different from the measurement model, the comparison of the loadings and model fit indices between the CFA measurement model and CFA analysis model are compared. Table 1 reports the results of CFAs of models 1 and 2. The measurement scales show strong convergent validity. Discriminant validity is achieved when the variance-extracted estimates exceed the squared correlation estimates.

**Table (1).** Results of the CFA Model

Factor	Indicators	Latent Factor	Average Variance Extracted		Composite Reliability	
			Measurement model 1	Analysis model 2	Measurement model 1	Analysis model 2
1	CSO	ORG	0.643	0.627	0.844	0.834
2	MCSE	ORG				
3	RCSE	ORG				
4	TRG	WRE	0.671	0.620	0.859	0.829
5	TWK	WRE				
6	EMP	WRE				
7	ROA	PSR	0.527	0.518	0.769	0.763
8	ROC	PSR				
9	EMEX	PSR				

1 Measurement model was performed using 250 responses

2 Analysis model was performed using 608 responses

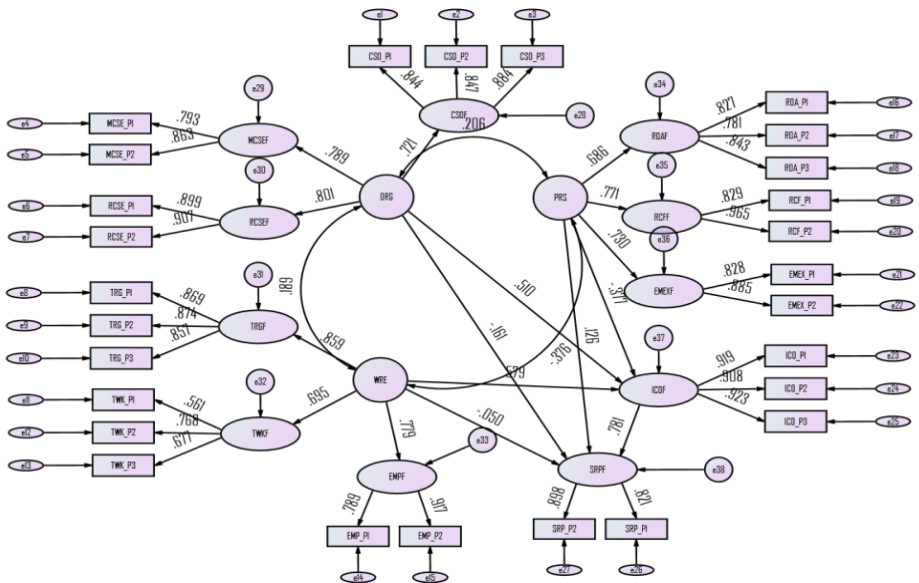
Moreover, in order to examine whether the dimensions identified in the analysis model are not different from the measurement model, the two CFA models of measurement and analysis samples are compared for all parameters, namely: Measurement weights (loadings), Structural weights (loadings), Structural covariances (correlation between latent factors), Structural residuals (error terms), Measure residuals (error terms). This was done first by freeing all parameters to take any value (Unconstrained) and step by step constraining the above parameters one at a time. When unconstrained and constrained models are computed with different chi-square values, none of the constrained are different from the unconstrained model; as seen by p values, this suggests that the CFA models of measurement and analysis sample are identical. The degree of freedom, CMIN, and p-value of the comparison of CFA models of measurement (N=205) and analysis (N=608) samples are shown in the table in the appendix.

## RESULTS

Latent constructs to the dependent variables (service recovery performance, SRPF) are not significant, whereas paths (1, 3 & 5) connecting the three latent constructs to mediator variables (individual customer orientation, ICOF) are significant. In other words, there is no relationship between organizational factors (ORG), work environment factors (WRE), personal factors (PRS), and service recovery performance (SRPF). In a similar vein, there is a significant relationship between organizational factors, work environment factors, personal factors, and mediating variable, individual customer orientation (ICOF). Path 7 connecting the mediator variable (ICOF) to the dependent variable (SRPF) is also significant, which indicated the relationship between individual customer orientation and service recovery performance. The results from SEM indicate a possible mediation effect of individual customer orientation (ICOF) on the relationships between the latent constructs (ORG, WRE, and PRS) modeled as antecedents and dependent variable, service recovery performance (SRP). The model fit indices showed a good fit with Chi-square = 297.282; df = 305; p-value >0.05; GFI = 0.965; CFI = 1.000; TLI = 1.001; PNFI = 0.845; RMSEA = 0.000). These indicated that a model fits the sample data (Mekhum & Jermittiparsen: 2019, pp. 176-187).

**Table (2).** Structural Path coefficients

Path No.	Latent Factors	UnStd. Coefficients (Loadings)	Std.Error	Critical Ratio	Sig.	Std. Coefficients (Loadings)
1	ICOF <---> ORG	1.240	0.102	12.195	***	0.510
2	SRPF <---> ORG	-0.223	0.265	-0.840	0.401	-0.161
3	ICOF <---> WRE	1.069	0.076	14.153	***	0.579
4	SRPF <---> WRE	-0.052	0.219	-0.238	0.812	-0.050
5	ICOF <---> PRS	-0.793	0.088	-8.970	***	-0.377
6	SRPF <---> PRS	0.151	0.178	0.851	0.395	0.126
7	SRPF <---> ICOF	0.445	0.196	2.274	0.023	0.781



**Figure 2.** Structural Path Diagram Of Second-Order Analysis Model

Dealing with the non-normality of the sampling distribution, the bias-corrected bootstrap was consistently the most powerful (Chen: 2018, pp. 123-140). Some analysts believe that the bias-corrected bootstrap is the first choice among the currently available mediation tests (LUU: 2020, pp. 89-104). The Amos output provides the upper and lower bounds for a confidence interval of any level specified by the analyst (e.g., 95%), as well as an exact p-value to test the indirect effect against zero. Due to the main interest of this study is on mediation effects, the hypotheses tested will be based on mediation effects wherever the relationship coefficients are available.

**Table (3).** Results of Indirect Effect

Effects	Independent variables	B	SE(B)	95% Confidence interval for B		$\beta$	t	sig
				Lower	Upper			
Dependent variable: Service Recover Performance (SRPF)								
Before Mediation (Total Effect)	Organizational Factors	0.329	0.146	0.043	0.615	0.237	2.257	0.012
	Work Environment Factor	0.424	0.182	0.067	0.781	0.403	2.326	0.010
	Personal Factor	-0.202	0.088	-0.375	-0.029	-0.168	2.290	0.011
Dependent variable: Service Recover Performance (SRPF); Mediator: Individual customer Orientation (ICOF)								
Mediation effect (Indirect Effect)	Organizational Factors	0.552	0.269	0.025	1.079	0.398	2.054	0.045
	Work Environment Factor	0.476	0.263	-0.039	0.991	0.452	1.812	0.060
	Personal Factor	-0.353	0.172	-0.690	-0.016	-0.294	2.054	0.045
Dependent variable: Service Recovery Performance (SRPF)								
After Mediation (Direct Effect)	Organizational Factors	-0.223	0.283	-0.777	0.331	-0.161	0.789	0.240
	Work Environment Factor	-0.052	0.054	-0.158	0.054	-0.050	0.962	0.857
	Personal Factor	0.151	0.305	-0.446	0.748	0.126	0.496	0.335

### Hypotheses testing

As results from structural path coefficients in table 2 are based on 858 samples, while table 3 explained the mediating role of individual customer orientation where the "bootstrapping analysis" is illustrated. Among ten hypotheses set in this study, H1-H3 are explained by using results of mediation effects. The result of total effect (direct model) in table 3 shows a p-value less than 0.01 for all three independent variables, organizational factors, work environment factors, and personal factors. As a result, there is a relationship between antecedents or three independent variables and service recovery performance as the dependent variable to be mediated ( $\beta = 0.237$ ,  $\beta = 0.403$ ,  $\beta = -0.168$  for organizational factors, work environment factors, and personal factors, respectively). Hence, hypotheses 1, 2, and 3 are supported by the results. In other words, H1 is suggesting that the better organizational factors (customer service orientation, management commitment to service excellence, and rewarding customer service excellence), the better the service recovery performance. It's also concluded in H2 that the better work environment factors (training, teamwork, empowerment), the better service recovery performance. Lastly, the H3 suggested that the higher the personal factors towards their job (role ambiguity, role conflict, and emotional exhaustion), the lower the service recovery performance. These findings resonate with prior research linking various internal service quality variables with service recovery performance (Boshoff & Allen: 2000, pp. 35-49; Ashill, Carruthers, and Krisjanous, 2005).

Later, the relationship between antecedents and mediating variables has been examined using the structural path. H4 predicted that organizational factor is correlated with individual customer orientation, H5 predicted that work environment factor is correlated with individual customer orientation, and H6 was hypothesized as a personal factor is correlated to the individual customer orientation. Due to the unavailability of the coefficients under mediation effect, the result of the path model from table 2 path no. 1, 3, and 5 is referred. Results indicated a significant relationship between three independent variables and mediating variables. Therefore, H4, H5, and H6 are supported by the results. The standard coefficients of the relationship are 0.510, 0.579, -0.377 for organizational factors, work environment factors, and personal factors, respectively, with p-value < 0.01 (refers to table 2 structural path coefficients). That is to say, the better the organizational factors and work environment factors, the higher the individual customer orientation, whereas the higher personal factors will lead to lower individual customer orientation. As a result, the mediation test is carried out (Baron & Kenny: 1986, pp. 1173-1189).

Moreover, the relationship between mediating variable (ICO) and the dependent variable (SRP) is investigated when organizational factors, work environment factors, and personal factors are controlled. Path

7 in table 2 indicated a significantly positive relationship between individual customer orientation and service recovery performance, with a standard coefficient at 0.781,  $p$ -value < 0.05. This result provided support for H7, suggesting that individual customer orientation is positively related to service recovery performance. Lastly, the relationship between the antecedents and the SRP is analyzed. If the significant relationship is posited, but correlation coefficients become less than the result indicated in the first step, it can be concluded that partial mediation exists. If the relationship becomes insignificant, it's concluded that a full mediation is shown when mediating is introduced. Table 3 shows the results of mediation effects.

One important objective of this research is to explore the mediation of individual customer orientation between internal service quality modeled as antecedents and service recovery performance. The mediation effects (indirect paths) are significant beyond the 10% level (assuming 0.10 asset level of permissible type I error), suggesting that individual customer orientation mediates the relationship between the antecedents, which are organizational factors (ORG) and service recovery performance (SRP), work environment factors (WRE) and service recovery performance, personal factors (PSR) and service recovery performance. The results support H8, H9, and H10. The nature of mediation can be determined by comparing the change in the path coefficients before and after mediation. Before introducing the mediator variable (the total effect - including both direct and mediation effects), all path coefficients are significant. When the mediator variable was introduced, the total effect is partitioned into direct and mediation effects. In this process, the mediation effects emerge significantly, and direct effects become non-significant. This suggests a full mediation of individual customer orientation on the impact of three independent latent factors on service recovery performance.

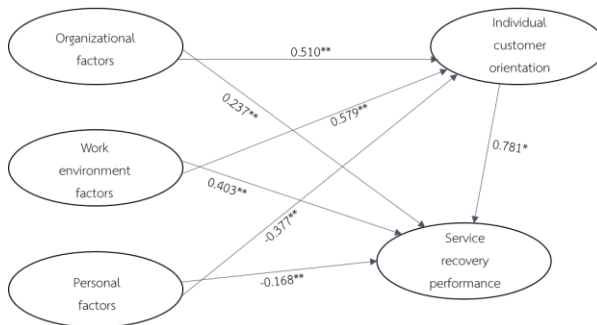


Figure 3. Path diagram explained the relationship between ISQ and SRP through ICO

## DISCUSSION

The study examines the impact of the integral part of organizational, human resource practices, and personal factors as a proxy of internal service quality to service recovery performance and explore the mediating effect of surface traits, individual customer orientation in the relationship between internal service quality and service recovery performance. The result explains that the internal service quality, namely organizational factors, work environment factors, and personal factors modeled as antecedents, are significantly correlated with service recovery performance. These findings resonate with prior research linking various internal service quality variables with service recovery performance. Specifically, it's found in this research that surface traits, individual customer orientation, which is derived from a combination of situational pressures and basic personality traits, mediates the relationship between the antecedents and service recovery performance. Described in Bandura's Social Cognitive Theory, three ways of interaction to create human behavior are environmental, personal, and behaviors, which are three determinants that interact with

each other and its production contributes to behavior (Bandura: 1986, pp. 23-28). This research is unique as it combines the two theories, the SPC model and SCT, together. The findings revealed from this study answer previous literature in calling for more studies of SPC in call center services (Chicu et al., 2016). The findings also showed that applying Bandura's social cognitive theory into the field of SPC is the area that could be explored; as a result from this study has found a significant role of surface traits of employees who work in call center environments. Based on our study findings, we offer three practical implications. First, a broad spectrum of internal service quality should be considered in service firms in order to enhance service quality. It is not only the organizational level but also departmental or work environment level and job or personal level. The facets of the environments set around the individual person that contributes to his or her ability to perform behavior correctly. These will also influence how frontline employees deliver service quality to customers. Second, service firms should consider recruiting call center employees with higher customer orientation as they are interacting directly with customers so that they can manage the interactions with the customer more properly to avoid service failure. For those new recruits who may have lower customer orientation, the firm can put them into support roles to minimize their interactions with customers, so it may help them learn and increase the level of customer orientation. Third, the firm should allow employees with high customer orientation to represent in each function to allow other employees (with lower customer orientation) to learn by observing others (ones with higher individual customer orientation) so that vicarious learning can be imitated (Colquitt & Wesson: 2009, pp. 54-71).

## **CONCLUSION**

The current findings revealed the importance of surface traits in the SPC model and its mediating effect between backgrounds and SRP. However, there are some limitations and future considerations that should be addressed. Firstly, the finding only reveals the mediation effect of individual customer orientation on the relationship between organizational factors, work environment factors, and personal factors, whereas an appropriate level of individual customer orientation can be further studied. That will help human resource management to identify the minimum criteria in recruitment. Secondly, future research should include the large scale of call centers, as the correlation can be varied, and the importance of internal service quality can be different. Thirdly, a two-dimensional construct of customer orientation on the employee level could be applied in future research. Finally, given that this study only asked call centers using a supervisor or customer evaluation to evaluate the call center employee's performance may enhance the result of this study and reduce the common method bias.

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## **BIODATA**

**R. NIYOMDECHAR:** is a PhD. Candidate at Martin de Tours School of Management and Economics. She is currently working as senior management of an international company. She is also a part time lecturer in international school of Faculty of Science, Mahidol University. Her interest lies management, organisational behavior, employee behavior and human resource.

**P. V. SYAMALAKUMARI:** holds a PhD. in Counselling Psychology. Currently she is the Program Director of Graduate Program in Psychology, Graduate School of Human Sciences, Assumption University. She is also the Director of Psychological Counseling Center of Assumption University of Thailand.

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### Performance of the innovation-passion model for post Covid-19 entrepreneurs

*Desempeño del modelo pasión-innovación para los empresarios post Covid-19.*

**N. RITWATTHANAVANICH**

<http://orcid.org/0000-0001-9910-3373>  
natprapas.rit@rmutr.ac.th

*University of Technology Rattanakosin, Thailand*

**K. BENJAWAN**

<http://orcid.org/0000-0001-7303-5878>  
kununya\_b@kpru.ac.th

*Kamphaeng Phet Rajabhat University, Thailand*

**S. PAVAPANUNKUL**

<http://orcid.org/0000-0002-3573-9011>  
seanbond\_2000@hotmail.com

*Suan Sunandha Rajabhat University, Thailand*

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#### ABSTRACT

Appealing to the concept of innovative financing, entrepreneurs refer themselves as the new normal entrepreneurs. Relatively, literature was the key creation of this study which indicated 1) perceived service quality 2) ROI-Return on Investment with customer retention and passion, and IROI-Innovative Return on Investment with dollars or baths entrepreneurs 3) managing the people side of innovation with links to the rules of engagement for minds and hearts and 4) authenticity. Respectively, for the synthesized review and production of this study, results revealed that the keywords of the authenticity of the innovation-passion model were 4 Ps: perception, purpose, preference, and profits.

**Keywords:** Authenticity, firm performance, perceived service quality, entrepreneurs

#### RESUMEN

Apelando al concepto de financiación innovadora, los empresarios se refieren como nuevos empresarios normales. Relativamente, se estudió la literatura sobre la creación clave de este estudio en la que se indicaron 1) calidad de servicio percibida 2) Retorno de la Inversión con Retención (ROI) y pasión del cliente, e IROI-Retorno de la inversión innovador con los emprendedores de dólares o baños 3) Manejo del lado de las personas innovadoras con vínculos a las reglas de participación para involucrar mentes y corazones y 4) autenticidad. Respectivamente, para la revisión sintetizada y la producción de este estudio, los resultados revelaron que las palabras clave de la autenticidad del modelo pasión- innovación fueron 4 P, por sus siglas en inglés: percepción, propósito, preferencia y ganancias.

**Palabras clave:** Autenticidad, desempeño de la firma, calidad de servicio percibida, emprendedores

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## INTRODUCTION

Undoubtedly, perceived service quality is a global attitude or assessment of the superiority of service for keeping the wealthy of the firms' performance outcomes in the recent economic downturn (Sari et al.: 2018, pp. 593-604). The focus of this concept can be defined as innovative firms will need to devote significant performance to managing through true authentic innovation in terms of soft innovations for reap of financial profits (Sciarelli et al.: 2020, pp. 99-120).

Indeed, soft innovations show that the role of financing profitabilities associated with firms' performance outcomes. From a financier's perspective, soft innovation is by financing innovation itself. That is, touched on the biggest segment of financial objectives-to survive, its means consumer spending, service, especially in the consumer perception, and customer retention to present the results of response to quality improvement rather than quantity will drive consumption trends and entrepreneurial drive. Ideally, the profit in return for all investment (Riley: 2020, pp. 475-489), entrepreneurs pursue Return on Investment (ROI) and seek Innovation Return on Investment (IROI) to establish firm performance is a strong desire for a financial return on investment such dollars or baths entrepreneur applied to innovative financing entrepreneurs as new normal entrepreneurs (Adapted from Vega & Kidwell: 2007, pp. 32-53; Slack & Singh: 2020, pp. 543-558; Riley: 2020, pp. 475-489).

Particularly, the pursuit for global economy will continue to soft innovation involved improvement and increasing present opportunities and ability to devote more income to a broader range of goods and service, to expand world GDP will contribute an additional \$ 8 trillion to global GDP by 2020. For examples, medical tourism and aesthetic plastic surgery business (Ritwattanavanich et al.: 2018, pp. 96-109), fields like housing, food, coffee, clothing consumer packaged goods, leisure & entertainment, and healthcare, car, loan, life insurance, supermarket, chemical, eating house and fashion leader innovation in speed or quality for the mass market, etc. (Sari et al.: 2018, pp. 593-604; Slack & Singh: 2020, pp. 543-558; Sciarelli et al.: 2020, pp. 99-120; Mihardjo et al.: 2019, pp. 293-304).

Likewise, the entrepreneurial financing mindset enhances the firm. The innovative financing entrepreneurs will need to establish a firm's performance work models that will enable the growing proportion of financial profits and their amplified consumption by adding value creation features that create new experiences customers are willing to pay for. Dealing with this reason it revealed forwarded that the key creation of this conceptual confirmation advances in this paper, the following of keywords, phrases, or descriptions and to complete with the authenticity of innovation-passion model is devoted to perceived service quality and firm performance for new normal entrepreneurs were applied to this paper in both descriptive and practical terms, include (Adapted from Polyakova & Mirza: 2015, pp. 59-82; Riley: 2020, pp. 475-489; Vega & Kidwell: 2007, pp. 32-53; Pavapanunkul & Mahittichatkul: 2018, pp. 43-57; Susanti et al.: 2020, pp. 19-26; Rings, 2017: 475-489; Sari et al.: 2018, pp. 593-604; Johansson et al.: 2019, pp. 328-338)

- Perceived service quality - this includes the literature studied in a variety of ways, first the use of perceived service quality in analyzing firm performance as a means to entrepreneur drive. It is a new and valid approach to bring financial profits of all return on investment. This idea, the impact of customer retention development. It enables in this view of the relative scarcity of mostly theories of perceived quality emphasize the customer satisfaction as firm performance outcome by conventional definition. But consumer spending and consumers' space for their perception occur in more than just "satisfaction."

- Return on investment - to generate high quality of firm performance requires customer retention is beneficial for how to measure-perceived service quality, the perceived value of attractions applied to passions, customer satisfaction, to identify response to quality improvement and entrepreneurial drive to support the implementation of ROI- Return on Investment with customer retention, passion, and IROI-Innovation Return on Investment to establish financial return on investment with the dollars or baths entrepreneurs in terms of cash-its means profit is earned when the revenue of the firm exceeds the total costs. So financial profit is the return for all investors.

- Managing the people side of innovation with links to the rules of engagement for engaging minds and hearts - in relation to Chopra's work identified the current state of both innovation and passion knowledge in the soft innovation. It can be applied to useful facets of the concepts and models set to consider in the field of perceived service quality, related to managing the entrepreneur side of innovation on the basis of the rules of

passionate engagement. Connected to these rules, it is possible to identify a clear cognitive perception of passionate activities applied to customer retention. Dealing with this previous reason, it revealed forward that encourage to bridge the connected literature on the authenticity of perceived service quality to devote in innovation in terms of soft innovation are not just competitive imperatives, but creative for reap of financial profits and for assessing innovative outcomes. That this is due to the entrepreneurial financing mindset enhance the firm, further appealing to the concept of innovative financing entrepreneurs as a new normal entrepreneur.

- Authenticity - the state-of-the-art of authenticity is applied to perceived service quality and firm performance. This authenticity could be promoted to cognitive engagement applied to worthy consisted of acceptance in terms of perception and passion, trustworthy refers to the retention and conforming as original of true authentic perspective. In regards to this view is leading to completely evaluate the results of the authenticity of passionate engagement for perceived service quality and firm performance to reported in the previous literature.

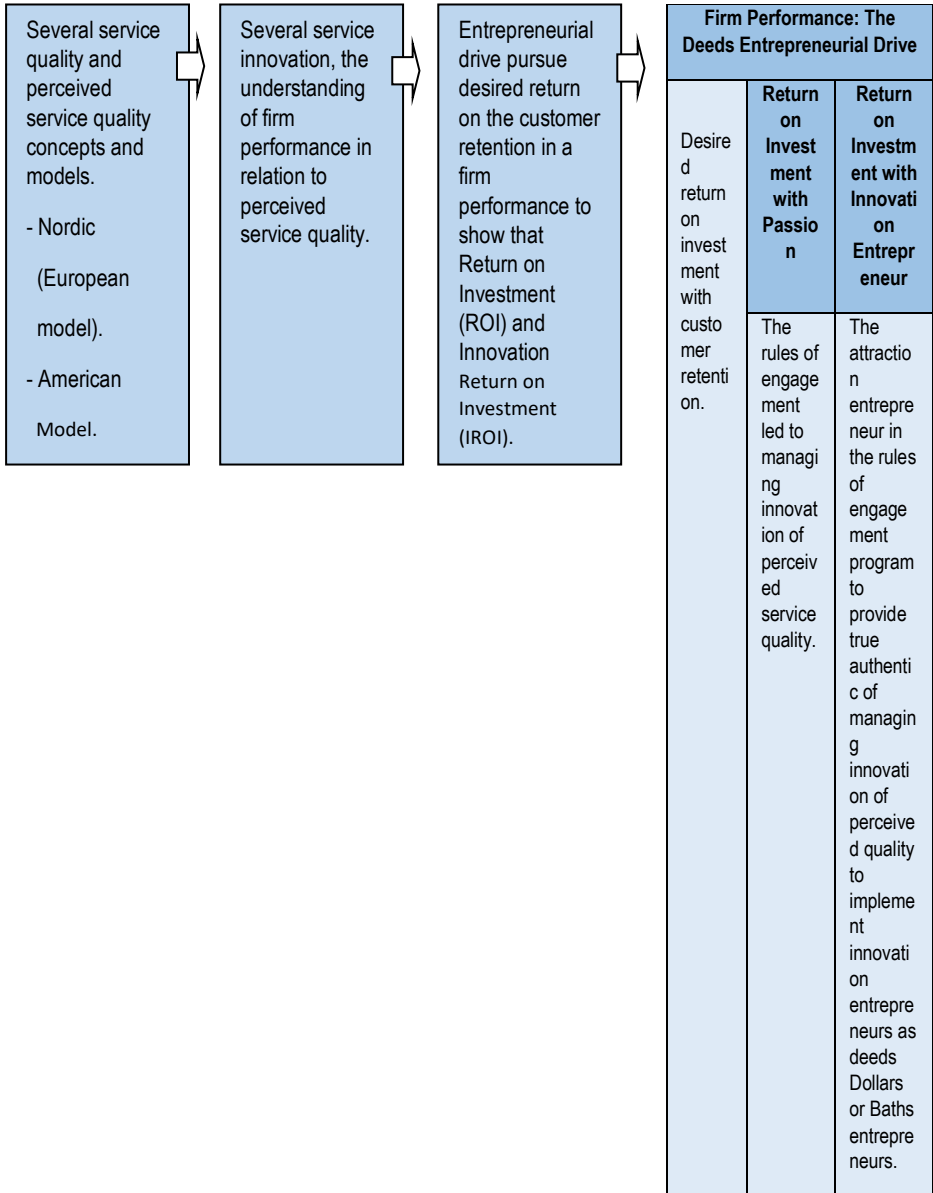
Applying to implementation of above introduction content in the previous section and to better understand to meet goals of this study. The authors desire this originality or value creation results to link firm performance as a means to entrepreneurial drive with a true authentic innovation-passion model. It is devoted to perceived service quality and firm performance, to establish the sensational consideration of entrepreneurs are the firm's heroes with entrepreneurial talent and very good at starting new initiatives as the new novelty of financing mindset enhance entrepreneurial drive (Adapted from Vega & Kidwell: 2007, pp. 32-53). Especially leading to innovative financing entrepreneurs. There is growing consensus that can be explicated to the dollars or baths entrepreneurs.

To summarize, the main objective of this paper is to critically evaluate several perceived service quality, firm performance and creating true authenticity of innovation-passion model for new normal entrepreneurs based on the literature review.

## **METHODOLOGY**

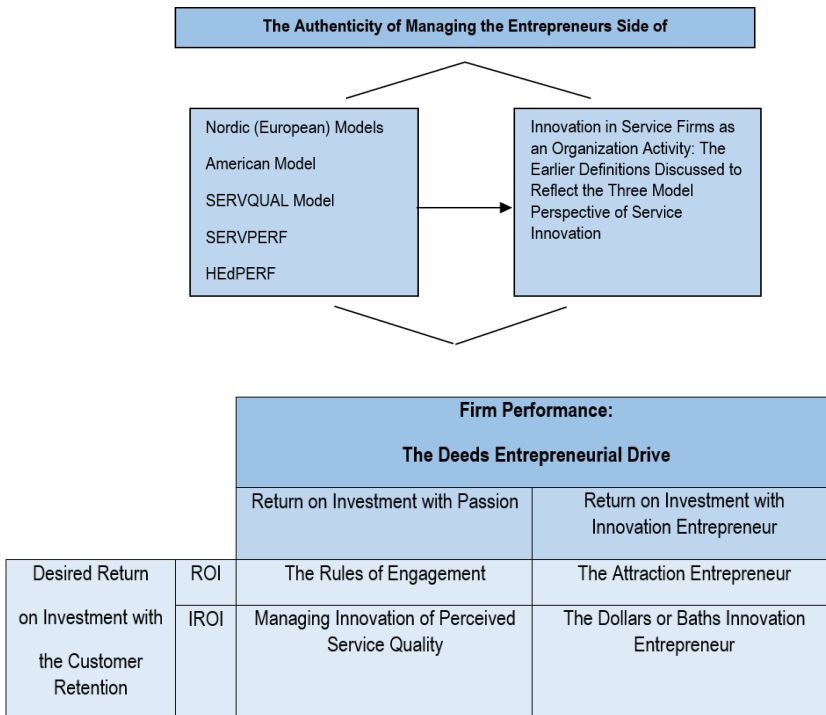
This article carried out the critical analysis of literature in the field of perceived service quality concepts and models, and it's implementing an authentic is innovation related to the rules of engagement, applied to this article means the rules of passionate engagement. The existence of true authenticity conducted in creating the concept and model of perceived service quality that supports return on investment with passion in this article has called "passion perceived service quality." According to the adopted article methodology, requires a step-by-step procedure. The first stage made it possible to critically evaluate several concepts and models of perceived service quality. Drawing on this literature, the shift from conventional personalized services for identifying traditional entrepreneurs to innovation enabled service, for managing the entrepreneurs seek to capitalize on the rules of engagement opportunities means passionate engagement. In the second stage, the study was applied true authentic innovation in perceived service quality to seek outcomes. Consequently, can be developed the rules of passionate engagement sharply with new normal entrepreneurs as new normal tends to suggest the innovation in terms of soft innovation and the entrepreneurial mindset enhance the firm. This approach was also taken, in a modified format of traditional entrepreneurs seek to capitalize on entrepreneurial opportunities (Vega & Kidwell: 2007, pp. 32-53), illustrated the new normal concept of entrepreneurs are innovation heroes (or entrepreneurs heroes include firm's heroes) with entrepreneurial talent not just entrepreneurial drive. (Adapted from Vega & Kidwell: 2007, pp. 32-53). It makes sense to begin consideration of the first stage review the literature that identified the documented knowledge will lead to a description of the second stage as outcome analysis. In response to the concept of new normal entrepreneurs seek to excellent performance (Brinckerhoft, 2000) that to achieve the first stage goal successfully as a result of new novelty applied to perceived service quality and firm performance. (Adapted from Salunke et al.: 2019, pp. 144-156; Vega & Kidwell: 2007, pp. 32-53). Conducting a literature review is a vital component of the first stage process. Based on several pieces of literature, the authors view in two relationship perspectives. Firm performance can be examined several current literatures on managing the entrepreneurs' side of innovation

in terms of financial performance for reap profits and will lead to a description of perceived service quality and its impact on the entrepreneurial drive of desired return for all investment such as ROI-Return on Investment with customer retention, passion and IROI-Innovation Return on Investment. The details are given in Figure 1



**Figure 1.** Conceptual Model Linking in the Details of the Two-Relationship between Innovations Perceived Service Quality and Firm Performance.

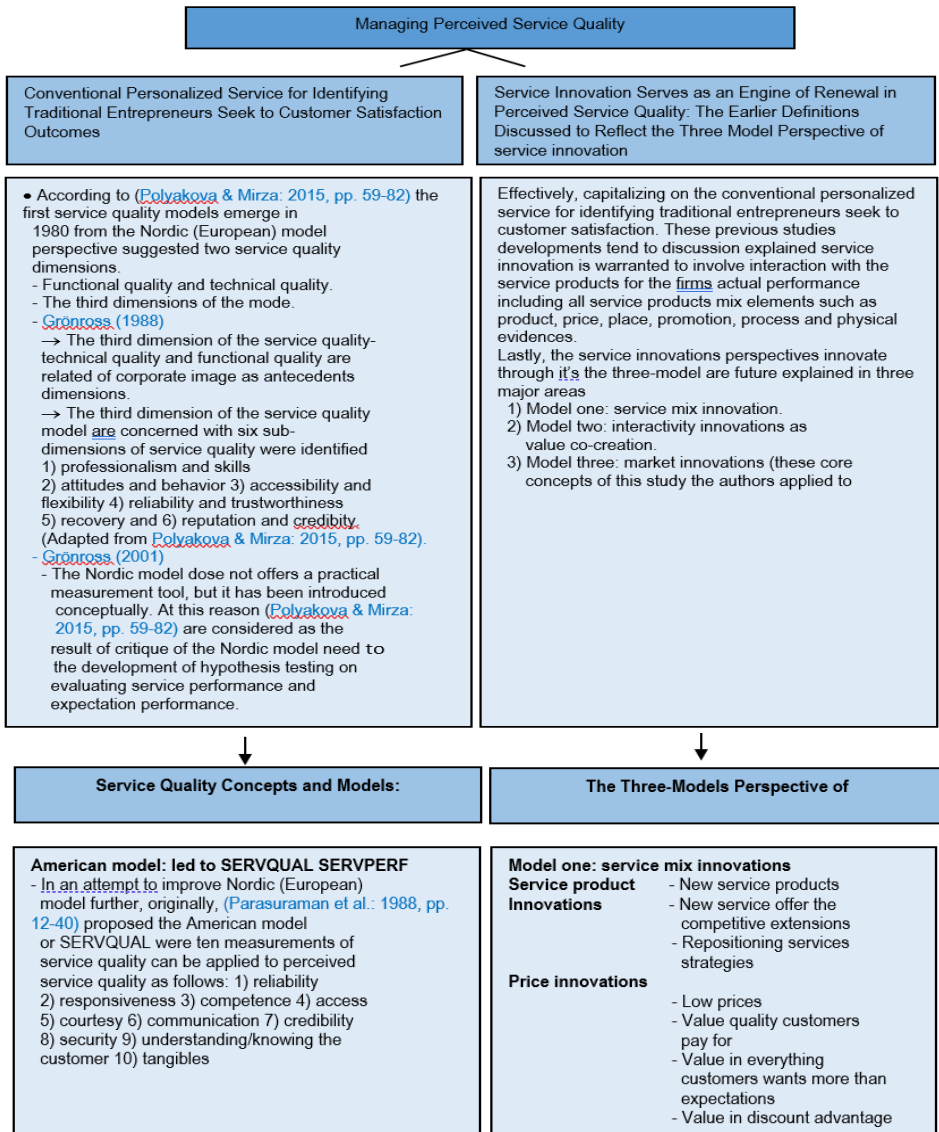
Applied to new normal methodolization based on the previous studies was developed. It is useful for relating to (Drayton: 2006, pp. 80-96) who combines Ashoka-Innovators for the public, his business concept-everyone a change the authors applied to promote the innovative financing entrepreneurs to identify response to cash-it means financial profits. It can be applied to the dollars entrepreneur is an innovator entrepreneur who attempts to run the capability of innovation outcomes (an IROI focus) or innovation return on investment, and to achieve the need for gathering money to do good tasks that applied to perceived service quality and firm performance. Drayton's concepts can be matched to Vega & Kidwell (2007) in a study of dollars entrepreneur 150 corresponds to the entrepreneurial drive. Vega & Kidwell's work indicates desired return on investment with the customer retention and in relation to the association of both return on investment with passion and innovation (Adapted from Drayton: 2006, pp. 80-96; Vega & Kidwell: 2007, pp. 32-53). Applying their work led to the start of the rules of engagement for engaging minds and hearts as effective means to describe the rules of passionate engagement. Linking this with the rules of passionate engagement is related to the authenticity of the "real" goals of firm performance, which to make a return on investment with the customer retention, and seek to be managing the entrepreneur's side of innovation, to exercise true authentic power of innovations in perceived service quality (adapted from Polyakova & Mirza: 2015, pp. 59-82; Salunke et al.: 2019, pp. 144-156). Further, this attempts to run the innovation enterprise approach describe the action of new normal entrepreneurs as further research. Consequently, in the second stage, these previous studies are fully synthesizing with the further conceptual framework as the pathway of results with discussions in the next section, as illustrated in Figure 2.



**Figure 2.** The authenticity of managing the entrepreneurs' side of innovation perceived service quality and firm performance

## RESULTS

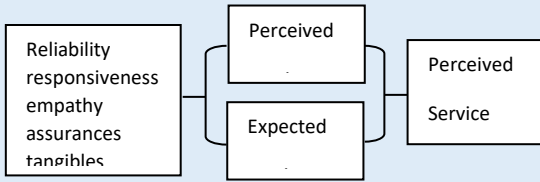
Admittedly, input to the growth of literature in the relationship between true authentic of innovation perspective in the concepts and models of perceived service quality and firm performance includes desired return on investment with the customer retention. This section shows the results, comes up with in-depth details effect studies, especially in critically several evaluate the concepts and models of perceived service quality. The critical review of the growth of service quality concepts and models is proposed to deliver highlight the area for firm performance and future research based on the synthesis of the literature. According to this, each result with discussion contributes to aspects as shown in Figure 2.





**SERVQUAL model**

(Polyakova & Mirza: 2015, pp. 59-82; Adapted from Parasuraman et al.: 1988, pp. 12-40)

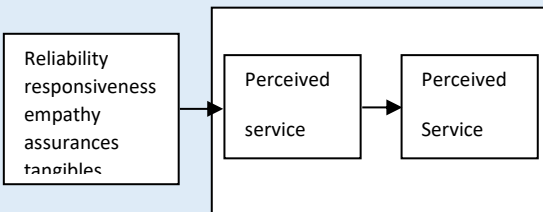


- Along with originally, ( Cronin & Taylor: 1992, pp. 55-68 ), who critique of the American model led to the emergence of the SERVPERF model and scale. Unlike SERVQUAL, SERVPERF is a firm performance-only measure of service quality and also applied to perceived serviced quality. The new measurement SERVPERF model proposed 44 items to 22 items as demonstrated it easier to use.

- SERVPERF supported the theoretical superiority of performance based measure only for service quality.

**SERVPERF Model**

(Polyakova & Mirza: 2015, pp. 59-82; Adapted from (Cronin & Taylor: 1992, pp. 55-68)



Unlike SERVQUAL

Same as SERVQUAL

Noted In an attempt to build up the creative idea of perceived service emphasis on explaining to performance as firm performance. This conceptualization.

Adapted from Polyakava & Mirza, 2015: 59-82; Ok et al.:2018, pp. 21-27.

- Another performance-based model, HEdPERF by (Abdullah: 2006, pp.569-581) was developed for measuring service quality specifically in higher education.

- Further, Brochado (2009) is linked to a comparative study of SERVQUAL, SERVPERF and HEdPERF, who found that the measurement capabilities of SERVPERF were the best, but suggested that it was impossible to choose the better one out of these two. (Polyakova & Mirza: 2015, pp. 59-82).

**Promotion innovation**

- Value in terms of payment
- Value in price codification
- Increasing the clear impressive tangibility of a service
- Experiences composition to tie up with commercial and merchandising presentations.
- Responding to right media consumption platforms.
- Offline and online media and content type selling.
- For engaging the nature of customer experience and expectations.

**Place innovation**

- Responding to place destination concerned service delivery for the customer
- Flexibility in location emphasis on service delivery conditions and facilities.
- Allowing customers to choose delivery location

**Physical evidence innovation**

- Enterprises architectures and design in business
- Use of space and location sensitivity
- Choice of surrounding colors, aromas, light and sound (Including safety and point of sell touch).
- Direct engagement on favoring conditions facilities and fascination
- To create the touchable service

**Process innovation**

- To creation of entrepreneurial service marketing.
- Process ability to synchronize the great speed, faster, and better to meet clients needs, related but not equivalent to satisfaction.
- Input materials in the from of customization, timing, value co-creation, and involvement value creation, and wishes when match create value for perceived service quality of the customer and the customer retention.

**(Markovic et al.: 2013, pp. 201-216)**

The altered HISTOQUAL scale for measuring quality 1) The prompt reaction 2) Tangibility 3) Communication 4) Consumables and

5) Empathy.

**(Beniawan et al.: 2018, p.114)**

HISTOQUAL model was adapted scale to suit for measuring the service quality management in service business such world heritage city museum. This model revealed that:

- 1) Friendly to analyze customer expectations, needs, desires, and perceptions.
- 2) Availability to spend time.
- 3) Polite Manner.
- 4) Reliability on service quality management involvement.
- 5) convenient to classifying service quality value 6) providing sufficient information.
- 7) Attractiveness means passion.
- 8) Variety of service products.
- 9) Access the actual service quality.

- Being a game changer in the business or the firms.
- Providing unmet needs and the customer dissatisfaction.
- Specific needs and new industry wide needs.
- Creating new benefits to encourage the customer retention.

These previous of a three-model perspective of service innovation. The authors see service innovation as undertaking changes in three concrete conclusion:

1. Service innovation uses as the competitive tools for firm performance.
2. The firm and the customer co-creation of innovation-passion process for the purpose of true authentic outcome and involvement in discover the concept and model of perceived service quality.



**Firm Performance:  
The Deeds of Entrepreneurial Drive Linking between the New Normal Entrepreneurial Talent**

<p>Desired return on investment with the customer retention applied to the rules of engagement in to get mindset as idea help for engaging minds and hearts to customers (Including attraction and retention).</p>	<p>Relatively, from the return on investment with passion as idea generation to generate the rules of engagement. It can take place in all true authentic activities of managing innovation and passion of perceived service quality. It refers to the specific focus of the existing that run through the literature on firms performance and the rules of engagement to supporting innovation return on investment (IROI). According to this concept, the authors now discuss illustrated as following - Defining the firm's performance success measures of return on</p>	<p>Consequently, return on investment with innovation in terms of soft innovations entrepreneur to gain profits and competitive led to start of use return on investment with the attraction entrepreneur together passion on service quality concepts and models. This conceptual model attempts to show the relationship of the authenticity of innovation-passion model devoted to perceived service quality, and firm performance, covering the aspects the entrepreneurial financing mindset enhance the firm to</p>
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<p>investment: the deeds entrepreneur drive consisted of return on investment with passion, innovation, attraction entrepreneur and related to cash-it means financial profits. It can be applied to the dollars or baths entrepreneur.</p> <ul style="list-style-type: none"> <li>- Generating ideas to grow first:             <ul style="list-style-type: none"> <li>invite the ideas of return on investment.</li> </ul> </li> <li>- Growing idea for action: refers to all return on investment as financial profits activities led to start of entrepreneurial talent, which first involved entrepreneurial drive instrumental approach to firm performance.</li> <li>- Deciding for engaging minds and hearts to the customer retention uses for desired return on investment with the customer retention: the deeds innovation entrepreneurs and dollars or baths entrepreneur.</li> </ul>	<p>Generate financial profits to bring tangibles of cash refer to return on investment of the dollars or baths entrepreneur. This conceptual model is to enable the creative advance scenario (creative + positive thinking), and new critical appraisal of entrepreneurs are entrepreneurship or the firm's heroes with entrepreneurial talent and very good at starting new initiatives or new novelty in terms of creative advance scenario as the new entrepreneurial drive of true authentic create entrepreneurial talent impact on firm performance.</p>
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## CONCLUSION

An attempt is made in this paper to review focuses that were demonstrated about perceived service quality, due to the entrepreneurial financing mindset enhancing the firm, the wealth of financial profits, managing the entrepreneurs' side of innovation in terms of soft innovation on the basis of the rules of passionate management and related studies on true authentic innovation-passion model. In relation to the previous results section leading to discussion to the firm's performance to achieved financial profits, inspired the authors to develop and produced the salient point model is that the sign of new normal model for new normal entrepreneurs. Relatively started to build systematic knowledge on how the entrepreneurs or firms enable financial profits to highlight innovative-passion practices via an interactive analysis of the authenticity in supporting perceived service quality and firm performance (Adapted from Riley: 2020, pp. 475-489; Tajeddini et al.: 2020, pp. 102-131: 1-14; Polyakava & Mirza, 2015: 59-82; Vega & Kidwell: 2007, pp. 32-53; Johansson et al.: 2019, pp. 328-338).

Ultimately, this previous section can be the highlight of this keywords are 4Ps-Perception, Purpose, Preference, and Profits (Adapted from Vega & Kidwell: 2007, pp. 32-53: 20-22; Pavapanunkul & Mahittichatkul: 2020, p.320; Shaian et al.: 2020, pp. 108-127; Tajeddini et al.: 2020, pp. 102-131; Timmon & Spinelli, 2004; Salunke et al.: 2019, pp. 144-156). Beneficially, these 4Ps keywords need to emphasize and for the support, this study model, Linking this with Vega & Kidwell: 2007, pp. 32-53: 7-19, indicated to echoes the concept of the entrepreneurs are entrepreneurship or the firm's heroes with the entrepreneurial talent of financing mindset and very good at starting new initiatives as new novelty applied to new normal. This results in running consideration of implementation, tightly linked-innovative financing entrepreneurs that are also mean new normal entrepreneurs.

Perception	Purpose
<p>This refers to the true authenticity of perceived service quality.</p> <ul style="list-style-type: none"> <li>- Creation true authentic model of perceived service Quality SERQUAL + SERVPERF + HISTOQUAL</li> <li>+ Service innovation related to the customer's heart and the right side of the brain, mainly analytical, logical and quantitative functions.</li> <li>- Improving process innovation.</li> <li>- Speed better and attraction to meet customer needs and expectations.</li> <li>- Adapting to differences and several service processes to meet customer needs, expectations, and retention.</li> </ul>	<p>This refers to firms seek to achieve the business goal. To accomplish this undertaking, firms will need to work effectively in the firms' performance. In response to this, the concept is applied to define innovation-passion devoted to perceived service quality and firms' performance of the deeds of return on investment in the entrepreneurial drive. The authors address the most authentic way to create entrepreneurial talent for financial profits outcomes revealed that:</p> <ul style="list-style-type: none"> <li>- As firms goal is to relate entrepreneurial drive is illustrated in               <ul style="list-style-type: none"> <li>- Return on investment with passion, innovation, retention, loyalty, and dollars or baths entrepreneur.</li> </ul> </li> <li>- By the innovation means that innovation entrepreneurs develop in solving desired return on investment with the customer relation creative ideas, perceived service quality, deeds entrepreneurial drive to create entrepreneurial talent.</li> <li>- By passion means that passionate entrepreneurs the realization that to consolidate the rules of engagement for engaging minds and hearts to the customer retention, seek to capitalize on perceived service quality (Adapted from Salunke et al.: 2019, pp. 144-156).</li> <li>- By seeking to capitalize means that seek to the the authenticity of entrepreneurial opportunities situations where new mythologization can be introduced through the formation of new means, ends or means-ends relationship (Referenced and adaptation from Eckhardt &amp; Shane, 2003: 333-349; Vega &amp; Kidwell: 2007, pp. 32-53). This article applied to the authenticity of the innovation-passion model devoted to perceived service quality and firms performance that lead to new novelty entrepreneurial opportunities to drive entrepreneurial talent can be intrinsic as true authentic in the sense of new normal entrepreneurs</li> </ul>



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**BIODATA**

**N. RITWATTHANAVANICH:** Natprapas Ritwatthanavanich holds Doctor of Business Administration (DBA) in Management, Rajamangala University of Technology Phra Nakhon, Thailand. She is currently the lecturer of the Faculty of Business Administration, Rajamangala University of Technology Rattanakosin, Thailand. Her areas of expertise cover business administration strategic management and innovation management.

**K. BENJAWAN:** Kununya Benjawan holds Doctor of Business Administration (DBA) in Management, Rajamangala University of Technology Phra Nakhon, Thailand. She is currently the lecturer of the Faculty of Management Science, Kamphaeng Phet Rajabhat University, Thailand. Her areas of expertise cover business administration, strategic management and business finance.

**S. PAVAPANUNKUL:** Shayut Pavapanunkul holds Ph.D. and D.M.S in many fields of social science such as public administration, management, science, psychology, philosophy and religious, political science and buddhism, from many countries such as The United States of America, Europe, Philippines and Thailand. He is currently a Full-Assistant Professor of public administration, at the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University, Thailand. His areas of expertise cover public administration, business administration, strategic management, communication management psychology, political sciences management science, innovation management and herbs research.

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### Smart metering tools for energy reduction in Thailand's 4-star hotel rooms

*Herramientas de medición inteligente para la reducción de energía de las habitaciones  
de los hoteles 4 estrellas de Tailandia*

**K. PUNGPHO**

<https://orcid.org/0000-0002-1791-6002>  
krissamaporn.pun@rmutr.ac.th

*Rajamangala University of Technology, Thailand*

**W. SETTHAPUN**

<https://orcid.org/0000-0001-8427-134X>  
worajit@cmru.ac.th

*Chiang Mai Rajabhat University, Thailand*

**P. KACHAPONGKUN**

<https://orcid.org/0000-0002-1791-6002>  
pongsakorn.kerd@rmutr.ac.th

*Rajamangala University of Technology, Thailand*

**C. BUNMEPHIPHIT**

<https://orcid.org/0000-0001-8427-134X>  
Chanon.bun@rmutr.ac.th

*Rajamangala University of Technology, Thailand*

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#### ABSTRACT

This research aimed to develop smart meter tools for energy reduction of the 4-star hotel guest rooms in Thailand. The Smart Meter Hotel (HSM) was designed to measure electricity usage and transmit data via the "Internet of Things" to the cloud network. The data was also sent to the hotel front office department to inform the actual amount and cost of electricity consumption from the guests. Thus, the applied tool provided electricity usage in real-time to reduce the electrical peak load and to manage the energy efficiency.

**Keywords:** Hotel Smart meter, Smart Meter, Energy Management, Energy Reduction, Energy

#### RESUMEN

Esta investigación tiene como objetivo desarrollar herramientas de medición inteligente para la reducción de energía de las habitaciones de los hoteles 4 estrellas en Tailandia. El Hotel Smart Meter (HSM) fue diseñado para medir el uso de electricidad y transmitir datos a través del "Internet de las cosas" a la red en la nube. Los datos también se enviaron al departamento de recepción del hotel para informar la cantidad real y el costo del consumo de electricidad de los huéspedes. Por lo tanto, la herramienta aplicada proporcionó el uso de electricidad en tiempo real para reducir el pico de la carga eléctrica y administrar la eficiencia energética.

**Palabras clave:** Hotel Smart Meter, Smart Meter, Gestión de energía, Reducción de energía, Energía

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## INTRODUCTION

Nowadays, Four-star hotels have the highest number of guests due to the reasonable price and the ability to stay for many days. The first priority of a hotel business is to fulfill guest's satisfaction (Geetha et al.: 2017, pp. 43-54) by delivering a high standard of service (Sheng et al.: 2018, pp. 286-292). To provide a comfortable stay (Chen et al.: 2019, pp. 326-335), the hotel mostly offered two key cards to the hotel guest to keep the air condition on and maintain the temperature (Navratil et al.: 2019, pp. 1065-1077) while the guests were not in the room. Therefore, the condition of the room would be similar to when the guests are occupying the room with the operation of the air conditioning and lighting system. Thus, the electricity consumption is at 24 hours per day. This is the main reason that causes the waste of energy by providing the guests with maximum comfortability (Wang et al.: 2008, pp. 1952-1958).

Thailand Power Development Plan 2021 (PDP) required the business to be environmentally conscious, creating energy usage awareness and having energy efficiency measures. The hotel industry is considered a business with high energy consumption. So, the hotelier in Thailand is focusing more on the CSR program, including the use of natural resources to create higher environmental benefits (Mey et al.: 2006, pp. 144-160). The hotels in Thailand use electric power to provide the guests from 3 major sources, which are: electricity, liquid petroleum gas, and diesel.

The electricity consumptions of each hotel are different (Farrou et al.: 2016, pp. 553-562). It depends on the level of the hotel, such as five stars hotels, four stars hotels, or three stars hotels, which are classified according to the quality of service, in-room amenities, use area, and etc. For each hotel level, there are different electricity usage according to room type, size, and appliances in the room (Deng & Burnett: 2002, pp. 57-66). For the 4 Star hotel in Thailand, the percentage of electricity consumption occurred from air conditioning, lighting, elevator, water heat, and fan pump as 57%, 18%, 9%, 8%, and 8%, respectively (Tangon et al.: 2018). The air conditioning system consumed the most power and was used 24 hours a day to serve the hotel guests (Kresteniti: 2007, pp. 290-297) and staff. The electricity consumption will also vary depending on the temperature used, size, and type of the room, such as hotel tell room, lobby, or meeting rooms (Yao et al.: 2015, pp. 1977-1982). In addition, the hotel industry is one of the nine industries that must comply with the Building Energy Code (BEC). BEC enforced the design of the building to be rebuilt or modify for an area of more than 2,000 square meters. The hotel must be within the BEC design criteria, which consisted of 1. Air conditioning, 2. Lighting System, 3. Building envelope system, 4. Hot water production, 5. Renewable and combined energy systems to reduce the Specific Energy Consumption (SEC). The SEC is the whole energy consumption per square meter of living space area.

Electricity is the most important expense of doing a business, especially for the hotel industry (Lai: 2016, pp. 33-43). If the electricity cost could be reduced, it would increase direct profits for the entrepreneurs. Therefore, the entrepreneurs should have plans for energy conservation management in the hotel business (Norazah & Norbayah: 2015, pp. 103-117). This energy conservation management will lead to the planning and controlling for efficient usage of electrical and lighting equipment to save energy and reduce energy costs (Cingoski & Petrevska: 2018, pp. 87-101). Understanding the principles of calculating electricity costs is important to plan for the reduction of electrical energy from the Electrical Charge Breakdown. There are some parts that can be controlled, such as electric power, peak load, and power factor load. The parts that cannot be controlled are the costs for Ft, service fees, and VAT which depend on the total electricity cost in each month. Therefore, it is important to consider the part that can be controlled by using it carefully and efficiently (Chan: 2005).

This research focused on the development of a device called Hotel Smart Meter or "HSM." The HSM will collect electricity usage data from the hotel room and analyze the electricity usage profile of the hotel guests. The information on electricity usage will be feedback to the hotel and guests. The main goal is to reduce the energy waste from the use of air conditioning while there are no guests in the room through creating awareness of the value for energy usage and energy waste. In addition, this will contribute to the reduction of hotel energy usage and electricity expenses.

## **METHODOLOGY**

The research assesses the usage of energy for hotel room by 1. Design Hotel Smart Meter (HSM) for measuring real electrical energy consumption in the hotel room, and 2. Analyze the factors that affect the guest's energy usage guidelines. The HSM collected the power usage of the lighting system, air condition system, and power outlet. The data from the power usage are then analyzed for the behavior of using the energy. The protocol to reduce energy usage and build awareness of energy savings was then developed.

### **Hotel Smart Meter Concept**

Electrical management means efficient management and control of electrical equipment and reduces the amount of electrical energy usage. The HSM was designed to be a tool for measuring actual electrical energy usage data (Beccali et al.: 2018, pp. 106-114) in the hotel room for air conditioning, lighting, and outlet system (Said et al.: 2017, pp. 99-103). The data was then transmitted via IoT and stored in the Cloud system. The energy usage data could automatically be shown as kWh and electricity expenses in the guest room's TV and HSM mobile application. The guest will be aware and understand the actual amount of electricity used and the load profiles of air conditioning, lighting, and electrical outlet in the room during the 24 hours stay. The amount of electricity usage was calculated into the actual electricity cost of the guest (Zhao et al.: 2012, pp. 1523-1527). The HSM was installed in the guest room to manage and reduce electricity usage during the period with the highest electricity consumption demand and to show the guest real electricity usage for air conditioning and lighting. The results could be used to motivate in reducing the wasteful energy consumption from the guest who came from the behavior of turning on the air conditioner during the day. In addition, the hotel can also manage electricity usage during low peak and low demand times, such as turning on the water pump at night to stable average load usage (Mey et al.: 2006, pp. 144-160). This is part of the measures for electrical energy conservation. The information is very important and will be used to create strategies to reduce electricity consumption, reduce operating costs, and conserve the environment.

### **Hotel Smart Meter Design**

Figure 1 showed the schematic of HSM Control Box Hardware and Connection. The HSM consisted of MicroController (Node MCU), a sensor for measuring electrical energy PZEM-004Tv3, system data communication for internet (Protocol), AWG 26 mm cable, and Power supply 12 VDC. The HSM was installed to measure the electricity usage from the breakers. There are operation system steps by measuring energy comparing between 2 types of energy meters. Protocol Config RS485 and PZEM-004T power measurement modules were integrated with Node MCU. There is no common platform to display energy values in most industries. The data must be transmitted per the specifications of the company that produced the devices; for the convenience of applying data to create a dashboard platform, the researcher designed and built an intelligent energy meter in conjunction with the energy config Protocol RS4875 to measure energy usage and display the data.

### **Hotel Smart Meter Data Collection Protocol and Display**

Figure 2 displayed the flow diagram of the HSM data measurement, data analysis, and display. The HSM system will start receiving the energy usage from the smart meter "protocol config RS485" together with the energy detector sensor PZEM-004T and analyzing the error together. It will calculate the tolerances and the index correction value so that the data to be used is accurate. The energy data will be sent from the protocol config RS485 energy meter via the TTL communication channel, RX, and TX ports (Figure 1). After that, the measurement index will be calculated and refunded to motivate guests. The measurement data will also be sent to the Cloud Server using the Blynk Server Cloud and Thingspeak Cloud.

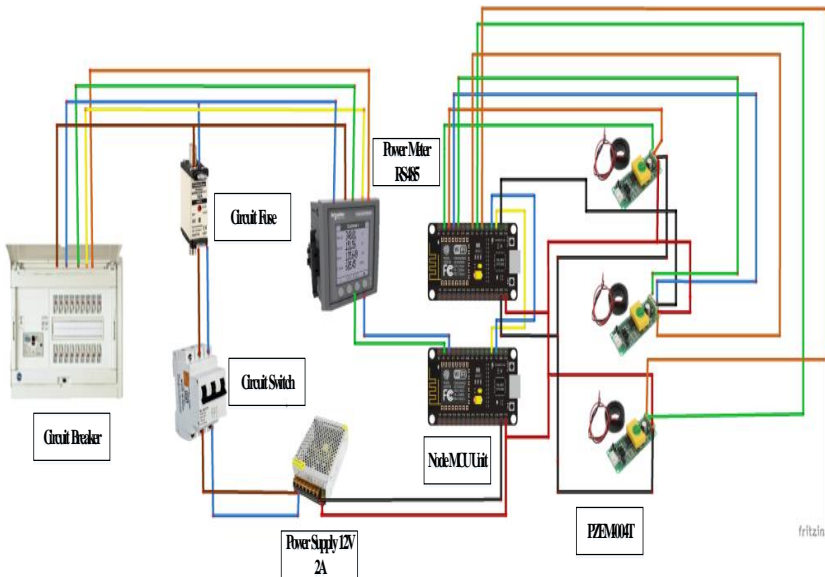


Figure 1: Schematic of IoT Smart Meter Control Box Hardware and Connection

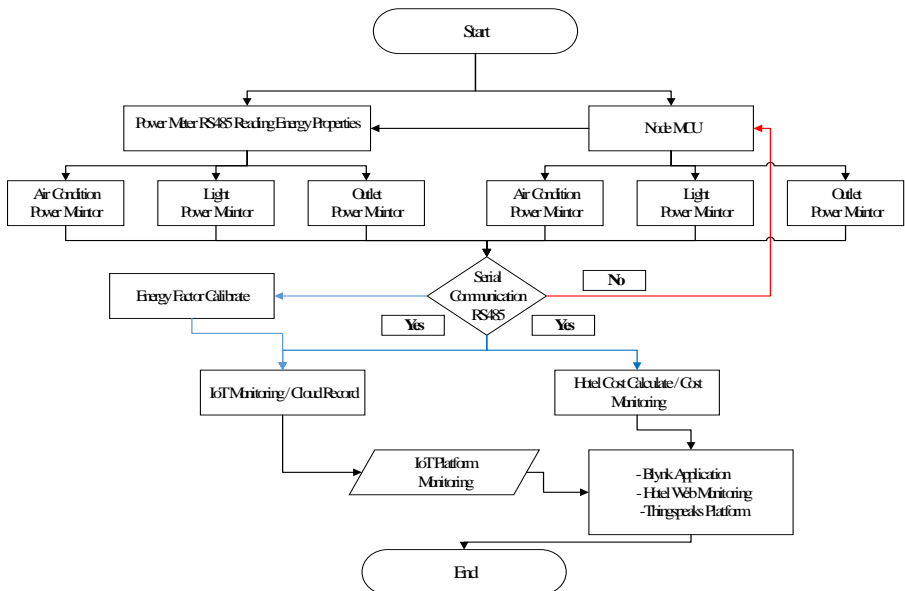


Figure 2: The flow diagram of the HSM data measurement

And research design Hotel Energy Monitor Website was designed to show guests' individual energy usage and individual savings. The guests could see their energy usage behavior for air conditioning, lighting, and electrical appliances via iPad. For the energy conservation promotion, the guest could also see the savings in the amount that the hotel would return to the guests when checking out. Additional login would be

used for hotel staff in order to monitor the electricity costs of guests with different habits and create a discount on the next stay. The users' information such as nationality, duration of stay, and energy usage profile could be collectively analyzed to find ways to motivate the guests to stay by offering promotions or discounts for guests of different nationalities. The analysis of foreign tourist behavior, including calculating refunds, could create incentives for guests, resulting in an awareness of energy conservation by implementing the following system. Therefore, the hotel can also control guest access to manage energy usage and reduce energy costs (Dalton et al.: 2009, pp. 955-964; Wang: 2012, pp. 268-275).

### The guidelines to create predication to reduce energy consumption

1. Hotel Smart Meter records the data of energy used by air conditioning, lighting system, and power outlet during the guest stay.
2. The hotel guest can check the data of energy used by using the guest room's TV and HSM mobile application.
3. The guest participation in the program will be evaluated for behavior toward energy reduction from the benefit of the program.
4. The results from observes test and all customer suggestions will be separated into groups consist of age, the purpose of stay, duration, and nationality to evaluate and formulate guidelines for creating a participation energy reducing model.

## RESULTS

### Energy Profile

For the 4 Star Hotel, the overall energy usage profile was measured and shown in Figure 3. The energy usage behavior in the hotels between 10:30 and 12:00 is high due to the opening of air conditioners, lighting, and other systems, including water, pumps to do activities for both the employees and customer services. The period before 12:00 and during 12:00 – 14:00 will be for using electrical appliances such as a vacuum. After 14:00, the energy usage was higher than before 12:00 because of the energy consumption from customers after the check-in. According to Figure 3, the period of 14:00 – 18:00 shown that the total energy consumption is 20 – 24 kW. The energy usage, therefore, reached the peak point, which causes the electric power price in the hotel to hit the peak point, and the electricity bill would be higher. The behavior of guests using the air conditioner at the same time makes the electricity cost rise to the peak point. Therefore, the data of energy consumption profile from the HSM would allow the hotel to make predictions about the use of electrical equipment within the hotel.



Figure 3: Real-time overall electrical consumption of the 4 Star Hotel

For the real-time measurement in a hotel room of 35 sq.m., Figure 4 showed the data for the period of 2 days for air conditioning, lighting, and outlet system power consumption. The power consumption is mainly used in the afternoon and at night. The air conditioner started to operate and consumed energy until it reached a constant setting of 25 °C, and then the air conditioner would work less. The 1,800 BTU air conditioner maximum operating condition was 1,500 W.



**Figure 4:** Example of a hotel room (35 sq.m.) energy consumption profile (W) of air conditioner, lighting, and an outlet for two days period

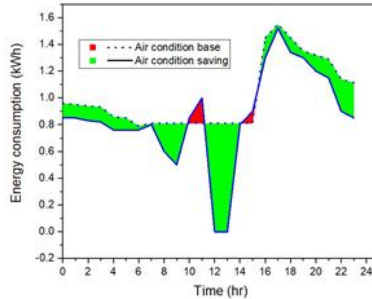
The HSM could measure the real-time power consumption for the unit of seconds. Figure 5 showed an example of the detailed measurement data from a hotel room during the cycling air conditioning operation. Figure 5(field one a) showed the overall room voltage, which was about 229-230 V. Figure 5(field 2 b), (field 3 c), and field 4d displayed the real-time power consumption of the Air Condition Power Unit, another appliance unit from the outlet, and Lighting Unit, respectively. At the start of air condition (Figure 5(b)), the blower and fan coil unit consumed approximately 0.05-0.06 kW at about 5 – 6 minutes.

The smart meter was able to display electrical usage and could control the device that was installed on the smart meter. The smart meter could control the electricity consumption during the time specified by the hotel. If the key card was not inserted, the system would cut the electricity. The system would automatically cut the electricity during 12:00 – 14:00, but if the key card is inserted, the system will keep operating. So, the guest could use the room as usual. Figure 6 showed the comparison of energy savings when implemented the measures of turning off the air conditioner when the guest vacated their room. Therefore, using a smart meter help guests to be aware of the energy usage. It could be seen that the energy-saving rate of air condition was reduced guest room costs by about 50-75 baht per day per room. There were significant savings from just changing part of the guest energy consumption behavior.



**Figure 5:** Real time power consumption of (a) Hotel Voltage (V); (b) Air conditioner power unit (W); (c) Power outlets (W); and (d) Lighting Systems (W)

The comparative of Comparison of energy saving by development Hotel Smart Meter to create understand the data electrical usage and implementing energy conservation measures of turning off the air conditioner in the hotel room while the guest vacates the hotel room in 24 hr.



**Figure 6:** Comparison of energy saving by implementing energy conservation measures of turning off the air conditioner while the guest vacates the hotel room

### Energy Consumption Behavior

According to the analysis of energy usage, it was found that the guests used the electricity from air condition at high proportion and left the air condition operated at all-time which resulting in overworked motor and consuming power. Comparing to different guest nationalities, the energy usage behavior on the first day was mostly the same, which was keeping the air conditioner operate while the guests were not in the room causing energy waste. Each hotel had a different policy. The hotel that provided two key cards had a higher tendency for the guest to leave one of the key cards in the slot to keep the room condition to their liking. The change of humidity in the room depended on the individual's physical condition. From the research, it was founded that males set the air condition at a lower temperature than females and have more opportunity to leave the air condition operated throughout their stay. Age was not the factor affecting the air-conditioner temperature setting but depending on the individual thermal comfort. The tendency of the air condition in Thailand to be open at low temperature would cause the air condition.

### DISCUSSION

#### work hard, in the beginning, resulting in high electricity consumption

Energy conservation by developing the Hotel Smart Meter (HSM) can create understand the energy data by able display electrical usage and can control the device that installed on the smart meter. The smart meter can control the electric consumption during the time specified by the hotel. If the key card is not inserted, the system will cut the electricity. The system will automatically cut the electricity during 12:00 – 14:00, but if the key card is inserted, the system will keep operating. So guest can use as usual. Therefore, using a smart meter help guests understand electrical usage and realize energy usage. It can be seen that the energy-saving rate of air condition is reduced 95% significantly and cost in 50-75 bath per day

The electrical usage data from the smart meter received can be calculated as electric consumption to reduce peak loads from guests staying at the same time. The hotel can reduce the electric charge from the peak. From taking the time-frequency, ethnicity, and purpose of stay data to analyze the way to reduce the electric cost in the hotel, which considered a high cost in the operation of 4 stars hotel. Air condition can be built to Smart Hotel Converter to reduce the energy consumption of air condition by having a monitor to know

the energy being used, compared with the normal energy usage and in order to remind the maintenance period. This can be reduced the energy consumption of air condition and reduced the cost and expenses from air condition not work well.

From the study of energy usage in hotels, it was found that energy use from the air conditioner had the highest proportion of the total hotel energy consumption. If the energy waste from the air conditioner was able to be reduced while no guest was in the room, energy cost could be reduced by 10%, and by raising awareness on energy conservation, energy usage could be reduced by 5%. By testing the Hotel Smart Meter-PZEM together with the development of the Hotel Smart meter mobile application to study the use of energy and electricity units in hotels, it could create ways to reduce energy consumption and save more electricity bills with an investment of 75,000 Baht and a payback rate of 1.25 years.

## **CONCLUSION**

This research used smart meters to measure energy usage in the guest room, send the electricity usage data into the data box and transmit the data to be processed and display via the internet of things. The electrical usage data received from the smart meter could be calculated as electric consumption to reduce peak loads from guests staying at the same time. The hotel could reduce the electric charge from the peak. Application and websites were created to display the energy consumption in real-time for the guest to see the electrical consumption. In the meantime, the data was sent to the front office staff to see the cost of electricity usage of each guest room. The electricity cost would be calculated as guest energy cost for comparing the average of usage and then create a discount in the event that the guests had turned off the air conditioner before leaving the room or open when needed. This could create awareness of energy use for the guests. By analyzing time-frequency, ethnicity, and purpose of stay with electricity usage profile, the hotel can create a promotional energy usage discount that is suitable to attract their guests. These discount measures may also help reduce the electricity cost in the hotel, which is considered a high cost in the operation of the 4 Stars hotel.

The research of Smart Meter can be used to measure the energy consumption and the cost of energy for the hotel. This can be used for a financial preparation and can also be used to forecast the demand for energy in business or hotels located on the island. So that can prepare the amount of electricity or alternative energy that will be used in the business. For example; the hotel located in Maldives, Koh Srichang, Koh Lam, hotel business in south of Thailand or in Phillipine to be able to produce enough energy for guests and suitable for use in hotels that use alternative energy. It can be used to measure the amount of electricity used in hotels without sufficient electricity, to prepare backup electricity and able to prepare enough electricity to handle with a large group of tourists and able to collect the data each month.

Smart Meter can be used to create a model to design energy use to support the high seasons and low seasons in order to comply with the need of use and prevent electricity shortage and prepare backup electricity to be combined with alternative energy to reduce the occurrence of greenhouse effect.

The Smart Meter should be adapted to use with other businesses such as apartments, 5 star hotels and office building. It can be able to measure the real energy cost and bring to create guidelines for reducing energy use.

It should be design a website for user or people to understand the power unit (kWh) and create an awareness of natural resources that produce the electricity.

It can be developed the Smart Meter into mobile application for home use to measure the electrical consumption. This can lead the user understand the power unit (kWh) and resulting the right way to save the energy from air condition that has a highest electric consumption.



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## **BIODATA**

**K. PUNGPHO:** Krissamaporn Pungpho holds Ph.D. in Energy and Environment College for Sustainable Energy and Environment from Rajamangala University technology Rattanakosin , Thailand. She's currently a Owner of construction company and consultant restaurant business , and the secretary general of Future Technology (FT) Energy Thailand. The topic interest is Logistic service quality (LSQ) Supply chain Management(SCM), Strategic dynamic, Logistics Airport, service Quality in airline and marketing, Energy conservation, IoT, development Smart Meter.

**W. SETTHAPUN:** Dr. Worajit Setthapun is the Dean at the Asian Development College for Community Economy and Technology, Chiang Mai Rajabhat University, Chiang Mai, Thailand. She was the recipient of the Fulbright Scholarship and received her MS and PhD from the Chemical Engineering Department from University of Michigan, Ann Arbor. Currently, She established the Chiang Mai World Green City (CMGC) as the living laboratory for green technologies with 100% renewable energy-based Smart Community. She was the ASEAN-U.S. Science and Technology Fellow and worked at the Ministry of Energy, Thailand on the Thailand's Decentralized Community Power Project. In addition, she was the recipient of 2016 ASEAN-US Women in Science Award for thematic area of sustainable energy.

**P. KACHAPONGKUN:** Pongsakom Kachapongkun holds Ph.D. in Energy Technology from King Mongkut,s University of Technology Thonburi, Thailand. I am currently a teacher and a researcher at the Rajamangala University of Technology Rattanakosin. My areas of expertise are energy conservation in the industry and the building of Thailand, Solar energy, heat transfer, air conditioning, and cooling system.

**C. BUNMEPHIPHIT:** Chanon Bunmephiphit holds Ph.D. in Energy Technology from Naresuan university, School of Renewable Energy technology. Currently teacher in RECSEE ,Rajamangala University of Technology Rattanakosin. My areas of expertise are energy conservation in the industry and the building of Thailand, Solar collector and application, solar select material, hybrid system, solar collecting testing, Renewable Energy.

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### Elderly participation in music and art activities: satisfaction assessment

*Participación de los ancianos en actividades artísticas y musicales: evaluación de la satisfacción*

**N. SOONTORNTANAPHOL**

<https://orcid.org/0000-0002-5748-788X>

[nuttikas@g.swu.ac.th](mailto:nuttikas@g.swu.ac.th)

Srinakharinwirot University, Thailand

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#### ABSTRACT

The objective of this research is to assess satisfaction with the participation in music and art activities of the elderly. The research results revealed that the satisfaction on participation in music and overall arts activities was at the highest level due decision-making, of the elderly people on what they wanted or liked. In practice, the elderly participated in music and art activities by joining in the thinking, planning, acting, and solving problems process. Regarding the benefits, the elderly benefited both physically and mentally. In the assessment, the elderly participated in self-assessment and satisfaction with music and art activities.

**Keywords:** Music and art activities, participation, elderly, satisfaction.

#### RESUMEN

El objetivo de esta investigación es evaluar la satisfacción sobre la participación en actividades musicales y artísticas de las personas mayores. Los resultados de la investigación revelaron que la satisfacción de dichas actividades en general estaba en el nivel más alto debido a que las personas mayores toman decisiones sobre lo que quieren o les gusta. En la práctica, los ancianos participaron en actividades de música y arte al unirse al proceso de pensamiento, planificación, actuación y resolución de problemas. En cuanto a los beneficios, los ancianos se beneficiaron tanto física como mentalmente. En la evaluación, los adultos mayores participaron en la autoevaluación de su satisfacción en las actividades musicales y artísticas.

**Palabras clave:** Actividades musicales y artísticas, participación, mayores, satisfacción

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## INTRODUCTION

Thailand is entering the aging society completely. In 2021, people over 60 years old will be more than 20% of the total population. By 2035, it is expected that the aging population will increase to 30% of the total population. In order for Thai society to enter an aging society effectively, the driving force from the government is required to formulate policies to support the aging society emphasizing the plans for the development of quality of life at all ages. A stable foundation should be guaranteed with sustainable welfare provision and the involvement of families. Misawa & Kondo (2019) studied the factors supporting the participation in social activities of the elderly in Tokyo, Japan. It was found that the government had a clear policy and 3-year plan. All activities were centered on the elderly with the provision of place and budget to support the organization of activities of the elderly in the community (Misawa & Kondo: 2019, pp. 1423-1432). The elderly association and an elderly club were established. The elderly applying for membership of the elderly association and the elderly club in each district jointly planned the social activities and organized various activities to suit the conditions of the elderly, including; 1) activities for the healthy elderly, 2) activities requiring equipment to help exercising, 3) activities based on aptitudes or demands, and 4) voluntary activities. In encouraging the participation in activities of the elderly, the families are involved in promoting the social activities of the elderly by supporting their participation costs. Therefore, factors that support participation in social activities of the elderly are from various ways, including from government policy formulation and programs. The important factor is the support of communities and families.

The elderly-centric activities should focus on the involvement of the elderly in the role of the service user, not as a recipient of service. With the principles of participation, the elderly are allowed to play an important role in creating activities from start to finish as well as assessing the results of activities by joining in planning, taking part in the practice/operation. They should involve in the allocation of benefits, monitoring, and assessment of the results. There must be three elements of participation; there must be clear objectives or purposes, target activities, and person or target group (Hanna-Pladdy & Mackay: 2011, pp. 378-401). Music and art activities are activities that the elderly can easily participate in because they already have basic knowledge, understanding, familiarity, and closeness. Thus, the chance for the elderly to be involved in the shared manner of music and art activities is easy. Music can be effectively used in therapy and creating musical activities for the elderly. Music helps to improve self-confidence. It helps in the movement of the muscles, the use of the eyes, the use of the senses, listening, touch, and learning about the left-right direction, which alleviates various imperfections. Therefore, music is an activity that can create happiness and create a sense of self-worth to the elderly (Hicks & Streeten: 1979, pp. 567-580. ). Regarding art activities, when the elderly do art activities, it will have a positive effect on their mind which is a channel for the elderly to understand themselves by expressing their feelings and thoughts through artistic activities especially things that cannot be described or communicated in spoken language. Music can help older people gain self-awareness and promote problem-solving skills to allow the elderly to accept the changes that occur to them (Lavey & Reddick: 2020, pp. 101-127; Weiss: 2013, pp. 237-256). Physically, the art activities help to strengthen muscles, movement, sensory stimulation, training of dexterity, and hand-eye coordination. Regarding the emotional and intellectual aspects, the brain potential in cognitive processes in the elderly can be promoted (Zhou et al.: 2019, pp. 753-770).

From such background and importance, it can be seen that the elderly can participate in music and art activities in 4 key areas. The researcher focused on music and art activities that allowed the elderly to participate as much as possible. The greater the participation of the elderly was, the greater the feeling of satisfaction they had. This study on the satisfaction of the elderly participation in music and art activities will help to determine the level of satisfaction with participation in activities and to develop the guidelines for the improvement of participation in other recreational activities for the elderly.

## LITERATURE REVIEW

Regarding the participation in music and art activities of the elderly, the theoretical concepts of participation in music and art activities were studied to be used as a guideline in setting the study scope and assessing the satisfaction of the elderly with the participation in music and art activities.

(Atiwithayapom & Suwanno: 2018, pp. 53-64) Stated that Cohen & Uphoff's participation theory (1981: 130) identified four aspects of participation.

(1) Participation in decision-making. This type of decision-making is the center of the emergence of choices judging a variety of ideas. The options and choices are made and evaluated. This is comparable to planning for guiding the choice into action.

(2) The participation in implementation can be divided into three ways:

(2.1) The resource contribution can be considered in various ways in the contribution of materials, equipment, information, news, knowledge, ideas, labor, etc. This participation will help to create the impetus for a smooth operation.

(2.2) Participation in Project Administration and Coordination is that the volunteer members are responsible for coordinating the project activities with the training on the knowledge and techniques of working in the project.

(2.3) participation in enlistment is not always for advantages. They must consider how they respond to what they can do without losing anything.

(3) Participation in Benefits is what happens after participating in the practice. The project participants will receive benefits in 3 areas.

(3.1) Material benefits are basic needs of a person, such as the increase in consumption, income, properties, etc.

(3.2) Social benefits are fundamental public needs such as services or satisfaction from public utilities using a combination model to enhance the quality of life of the poor. It is necessary to define the participation in the benefits in terms of quantity, benefit-sharing, service quality, and satisfaction.

(3.3) Personal benefits are feelings towards oneself and society. This creates a sense of self-worth and feeling that they are working effectively. To participate in benefits, the negative effects that will occur later should be studied.

(4) participation in Evaluation is divided into two types; direct participation and indirect participation. In the evaluation on budget, person's Satisfaction with the project, participation, how to participate, expression of opinions through various media or through elected representatives to benefit from their opinions.

The art of music is the knowledge of all human races. The use of music for therapy has different reasons depending on the environment. The own traditional culture mainly aimed at restoring, maintaining, and enhancing physical health, emotional, social, and mental health. Music therapy is a tool in building a good relationship between the therapist and the patient. In doing music therapy, the two main types of activities can be divided. The Receptive is the oldest form of music therapy, namely, listening to music, bird sound, forest sound, flowing water, relaxing music, using a technique called a sound journey. The Active is to let the patient play an instrument using Improvisation. The purpose of playing music as therapy is to use music instead of language to tell a person's story. The use of musical instruments and the fundamental elements of music include rhythms, melodies, pitches, and patterns. It is like a symbol that we use instead of spoken language, which is a common style in Europe (Allen: 2013, pp. 43-64; PENCHAYA Atiwanaphat et al. 2016). Purdie et al. (1997) stated that music was not for bringing happiness and aesthetics in the mood to players and listeners or causing pleasure from listening. It is used for therapy as music therapy. It is the use of musical activities in listening to, playing music, singing, and writing songs to heal illnesses, physically rehabilitate, emotionally heal, and intellectual condition heal. Music therapy is often used in hospitals, rehabilitation centers, schools, nursing homes, or even in residences. Public hospitals where many people receive treatment have bands of volunteer groups to sing to the patients and the public to relieve their illnesses or reduce the stress in waiting for using services in the hospitals (Purdie et al.: 1997, pp. 325-328).

Art activities are activities that promote the elderly self-worth. When the elderly do art activities, it will have a positive effect on their mind. It is a channel for the elderly to understand themselves by expressing their thoughts through artistic activities, especially things that cannot be described or communicated in spoken language. It helps the elderly to have their own perceptions and promote problem-solving skills so that the elderly can accept the changes that occur to them. Physically, the art activities help to strengthen muscles, movement, sensory stimulation, training of dexterity, and hand-eye coordination. Regarding the emotional and intellectual aspects, the brain potential in cognitive processes in the elderly can be promoted (Jois et al.: 2006, pp. 1566-1569; Liebmann: 2004, pp. 34-58; Weiss: 2013, pp. 237-256; Zhou et al.: 2019, pp. 753-770; Schore & Marks-Tarlow: 2018, pp. 135-152). Ruisoto & Contador (2019) developed 15 activities for art and drug addiction treatment, such as the activities to write the story explaining the feeling valuable in life. The objectives are to motivate and encourage the sample population to revise their feelings. They can write out what is wrong or what is expected in life. They can write about their own goodness or draw from imagination. The objective is to express the stories from life experiences or the feeling that arises while living with current events. It helps to release memories into pictures in order to understand their own feelings. There is the clay molding activity from a remembered design with the objective to create new experiences from clay molding. It can practice meditation, pattern recognition, concentration, and modeling efforts. The activity helps to regulate the emotions and being committed to accomplishing the task. The tense muscles can be relaxed with pride when the work has been completely done. The objective of the free color painting activity is to express emotion, feelings, and perception through the use of colors. They can know how to solve problems and deal with color control. They can concentrate on controlling their emotions while working. With the use of color, sometimes they have to wait for the colors to meet the needs. It contributes to learning from new experiences and knowing how to control their emotions. The objective of the collage technique activity is to create excitement and new perspectives in both thinking and creative process as well as helping to remember the memories of the past through material media. They can know how to work step by step to help to regulate emotions and focus on work. The objective of the color and music activities aims at creating enjoyment. In doing the activities, there should be moved along with music to help to relieve stress. The objective of the self-reflection activities through art is for self-review to cause an idea both positive and negative. Importantly, it is to find their pros and cons with art, media, and artistic creation materials to be a bridge to self-reflection, etc.

The music and art activities organized by the researcher employed the concept of music activity patterns of Allen (2013), Penchaya Atiwannaphat, et al. (2016), focusing on the form of music activities of Receptive and Active) for the therapy and rehabilitation on the patients and the elderly. Regarding the concept of art activity patterns of Ruisoto & Contador (2019), 15 activities were applied to study the use of art for stress treatment of drug addicts. The researcher led the activity to write stories describing the feelings that were valuable to life. Drawing activity from imagination, clay molding activity from a remembered design, free coloring activity, collage technique activity, dance activities of colors and music, and activities to consider themselves through art were used as a guideline in creating music and art activities with the adoption of Cohen & Uphoff's theory in 4 aspects. Decision-making means that the elderly play a role in choosing and presenting activities such as presenting songs of their interest in karaoke singing activities. They can choose their favorite note in the Angkalung activity, choose the plaster doll pattern in the doll painting activity, choose the pattern in the activities to create a picture with colored sand, etc. Participation in the practice means that the elderly can plan to do every step of the activity by themselves, such as where to start painting the plaster dolls first, what colors to be mixed, where to start drawing, they should do the pre-sketch, or draw and paint or not, etc. For the participation in asking for help and the participation in benefits, it means what the elderly enjoy when doing music and art activities is the psychological and physical benefit for the elderly. This includes participation in the evaluation, meaning that the elderly participated in the evaluation in 2 parts; feelings of work/piece of work and perfection of work. When seeing their own work or showing in their own ability, they could show how they are satisfied with their work. The evaluation of activities was to assess the satisfaction of participating in music and art activities through questionnaires and expressions of opinion.

## **METHODOLOGY**

The researcher organized music and art activities according to 8 plans for music and arts activities focusing on the participation of the elderly. It was divided into four music activities and four art activities. The activities were arranged for 40-60 minutes each. The nature of music and art activities focused on the participation of the elderly in various fields. 1) For the participation in decision-making, the elderly played a role in choosing and proposing things that they want or were interested in as part of their activities, such as presenting songs that they were interested in singing for karaoke activities, choosing their favorite notes in the Angkalung activity, choosing a plaster doll pattern in the doll painting activity, choosing the pattern in the activity to create a picture with colored sand, etc. 2) For the participation in practice, the elderly could make plans to begin activities according to their own aptitudes and readiness. They participated in activities and sought help from friends or caregivers of the elderly in various forms. The elderly had the opportunity to express their thoughts, feelings, and abilities through music and art activities until creating works for others to join in appreciation. 3) The participation in benefits was what older people get when doing music and art activities. It was the psychological benefit of the elderly who felt about participating in activities or how they feel about their own work and the work of their friends. For physical benefits, the elderly could move their wrist, arm, and leg muscles as well as their vision and hearing from music activities, Karaoke playing, Angkalung, exercising Body Percussion. 4) For the participation in the evaluation, the elderly participated in 2 assessments. In assessing the work, it was the feeling that arose when seeing their own work or showing in their ability, how they were satisfied with their work, how complete the workpiece was, what they wanted to improve. The evaluation of the activities was to assess the satisfaction of participation in music and art activities through questionnaires and expressing the opinion. The satisfaction was considered in 4 areas; satisfaction of the elderly on the participation in music and art activities as a whole, participation in music activities, participation in art activities, and advantages of participating in music and art activities.

### **Data Collection**

(1) The study was conducted on the documents and researches related to music and art, organization of music and art activities for the elderly, principles of music, and art concepts. The principles were used in organizing music and art activities applied in planning the activities, selecting the equipment, selecting music in each activity plan, and studying the principles, concepts, and theories of satisfaction.

(2) The study was conducted on the context, characteristics, and environment of the places used for the activities. The basic information of the elderly was studied, including physical attributes, emotions, pain, or limitations, including living conditions, daily routine, relationship with friends, etc.

(3) The weekly activity plan was developed to be consistent and suitable for the elderly with a focus on participation, fun, and relaxation. The organization of music and arts activities was planned to focus on the participation of the elderly. Each plan included objectives, equipment, and activity actions (introduction, activity, and summary). Each activity plan took between 40 minutes and 60 minutes or approximately up to 1 hour.

(4) The organization of music and arts activities was planned to focus on the participation of the elderly, having the relevant persons examine the suitability of the activities and equipment. The questionnaire was conducted on the satisfaction of the elderly on participation in music and art activities. The Semi-Structured Interview forms were also done for participation in music and art activities, having the experts review, recommend the tools, and return for improvement.

(5) The population and sample groups used in this research were 30 elderly people aged 65-85 years and caregivers of the elderly of Baan Sudthavas Chalerm Phra Kiat Foundation, Ongkharak District, Nakhon Nayok Province, using the Purposive Sampling Method by exploring basic information from the Foundation.

(6) Due to the coronavirus disease 2019 (COVID-19) control situation, the researcher and the team must comply with the measures to safeguard the health of the elderly. The Foundation permitted only four members



of the research team to arrange the activities consisting of 1 research team leader, one moderator who conducts the activity, and two research assistants. About the roles, the research team leader and the activity instructor only had a practice area in front of the activity area to describe activities only through speaking with a microphone. The distance from the elderly must be as much as possible. In case of encountering any problem or question while doing the activity, an elderly caregiver would inquire and bring the information to correct or solve it properly. The two research assistants would take photos and take notes from observing the behavior, facial expressions, eyes, and posture of the elderly. In case of any doubt, it would be brought to talk to the caregiver staff later. At the end of each activity, a structured interview was made to collect the data from the elderly caregivers. There were four caregivers to take care of a group of 7-8 elderly each. The elderly caregivers would always participate in music and arts activities as a research assistant to conduct music and art activities, take care, facilitate, align seating for the elderly, move the seats of the elderly both wheelchairs and chairs, prepare, provide some equipment requested by the elderly, participate in discussions and inquire about the needs of the elderly on a case-by-case basis, manage and distribute the music and art equipment, negotiate for the exchange of equipment or color to facilitate other elders, make decisions and solve immediate problems, join in the discussion about the story, reasons, and feelings of the elderly that arise during music and art activities, observe the behaviors of talking and solving problems directly to the elderly. The information was then transmitted through interviews, participation in music and art activities by having a group chat later at the end of each activity in order to obtain clear, correct, and timely information to jointly plan and improve the organization of the next activities.

(7) The music and arts activities were organized eight times according to the music and art activities plan to emphasize the participation of the elderly. Each time it takes about 40-60 minutes. When completing all activities, the researcher will interview the four elderly caregivers using the interview form to record information about the facial behavior of the elderly, dialogue between the caregivers and the elderly, a situation that occurs while doing an activity, and solution of problems of the caregivers to know the nature of participation of the elderly while doing activities.

(8) At the end of 8 times of music and art activity organization, the elderly caregivers collected information with the elderly after participating in music and art activities by using questionnaires on the satisfaction of the elderly participants in music and artistic activities. Then, the researcher interviewed the elderly caregiver chief. The participatory interview in music and art activities was used for studying the overall opinions on the participation of older people in music and art activities.

(9) The researcher took the data to transcribe the interviews and present the information in descriptive characteristics of the elderly participation in music and art activities. This was classified into four areas of music activity participation and four areas of art activity participation together with the satisfaction of the elderly with participation in music and art activities. The level of satisfaction was analyzed from the mean and standard deviation, and the results were reported in tabular form and described in the table.

## **RESULTS**

From studying the satisfaction of participating in music and art activities for the elderly, it was found that the satisfaction of the overall participation in music and art activities was the highest. Various activities allow the elderly to participate in expressing opinions, expressing their own needs, and taking part in solving problems that arose. The developed activities were flexible and created opportunities for every activity period. The activities were fun and enjoyable. The music and musical instruments were suitable for the elderly resulting in elderly satisfaction at the highest level. The elderly feel relaxed when listening to music. They felt happy when singing, felt fun when they came out and danced. They were happy when they could create a picture with colored sand. They felt fun when coloring dolls and plaster. The elderly felt happy or relaxed when coloring to express their impression. The level of satisfaction was the highest in every item. The elderly mentioned the advantages of participating in music and art activities. They felt that different activities helped them move the

body, muscles and felt that they were valued when participating in activities or taking action. The elderly felt exhilarated when they get involved in activities with their friends. They felt that different activities would heal them from feeling bored and fatigue at the highest level of satisfaction in all items.

The results of the interviews with the elderly caregivers found that the elderly were satisfied with the four aspects of participation in music and arts activities. The nature of participation of the elderly can be considered from the interviews with elderly caregivers as follows:

(1) Participation in decision making: It was found that the elders had made decisions in choosing the karaoke song that they wanted to sing and decided to choose which note they wanted to play Angkalung. In addition, the elderly also took part in presenting songs that they would like to play Angkalung, choosing the sit in a working group according to their needs, jointly deciding to choose a piece of work, equipment, plaster doll pattern, picture, colored sand, the color of clay following their favor or presenting their own needs. From the results of the interview on the 3rd elderly caregiver, the grandmother said, "... Next time I want to play the Happy Bird Day song because I can play it and I want to play for my moderator..." the grandmother said, "...I choose the green clay because Green (Khiao) is my name. So, I choose an only green color..." (Interview with the 2nd elderly caregiver) "...For the colored sand equipment, it was chosen according to the needs of each elderly. The staff placed the workpieces in the middle of the group and let the grandmothers choose the pattern according to their needs..." (Interview with the 5th elderly caregiver).

(2) Participation in practice: It was found that the elderly were able to sing with their friends. Those who did not know this song would help by clapping their hands following the music rhythm. When the song had a fun melody, the elders danced all together. A healthy elderly person who could walk normally persuaded the friends to dance in the middle of the activity area. Some elderly who did not have the strength to walk or have to sit in a wheelchair would try asking for help from the caregiver to help to push the wheelchair out in the middle of the dance area. The result of the interview of the 5th elderly caregiver revealed, "... Some people said they wanted to go out and dance. Then, we would push the cart out to the middle of the dance area..." In the art activities, the elderly had planned before taking action. They studied and looked for examples. They talked and inquired from their mates so that they could start creating work out according to their needs. The result of the interview of the 2nd elderly caregiver revealed, "... The grandmother knew what we should bring to the temple, but she did not know how to start painting. I told her to draw first. However, when the grandmother began to draw, there was a more visual outline. I told her that she did not have to be worried about drawing a beautiful picture or not. When I looked at her again, she could draw pieces of rice, flowers, bananas..." "... Some elders look at the friends next to them and copy the method from friends ..." (Interview with the 3rd elderly caregiver). Moreover, the elderly requested some help from a moderator in some cases. Some of them provided assistance to their friends within or across groups. Both the elderly caregivers and the elderly work altogether to solve the problem. They relied on helping one another. The result of the interview of the 2nd and the 5th elderly caregiver revealed, "...During the activities, sometimes the grandmother requested help such as finding examples or designs that the grandmother wanted to draw..." "...They shared with each other, shared the colored sand, shared the paint. The atmosphere was very good ..." (Interview with the 2nd, 3rd and 5th elderly caregivers) "...In doing colored sand activities, some elderly wanted more paints. They asked for the paints from their friends. The grandmother handed them out because she did not use them. Many paints were gathered in the center of the table for friends to use ..." (Interview with the 2nd elderly caregiver). "... The grandmother requested me to draw a picture of a cat because she could not draw it, but she wanted the picture of the cat..." (Interview with the 2nd elderly caregiver).

(3) Participation in benefits: It was found that the elderly were benefited in two areas. 1) In physical aspects, it helped to stimulate the efforts of the elderly with limb weakness or semi-dependable. They would try to create works out as intended. The elderly who had the ability could exercise the body as well. The result of the interview with the 2nd elderly caregiver revealed, "... Some elderly could use one hand and arm,

therefore, they made simple shapes such as plant pots and paddles. There was no reason or story from the past ...” "... The organized activities allowed the elderly to relax fully. In various activities, the elderly had to move. They could concentrate the body, danced, or shook the Angkalung resulting in them sleeping soundly and relaxed. When they participated a lot, they could rest better ...” (Interview with the 4th elderly caregiver). "...Several of the elderly could use both arms and hands at the same time. The activities were usually organized by the Foundation. They were about physical therapy to stimulate the use of both arms and legs, both the strong side and the weak side at the same time. Some elderly used the weak arm to support the workpiece and used the other hand to sculpt the pattern ...” (Interview with the 1st and the 2nd elderly caregiver). Mentally, the karaoke singing activities made the elderly recollect the past when they sang or heard the song. They could practice meditation and eyesight. Some of them could describe feelings and the stories occurring during that time for the moderators to listen to. Some of the elderly would talk about pictures that took place in the music video, such as telling the names of flowers, names of the places. They told about the activities that they had done to their friends or caregivers. The elderly would directly benefit mentally. They could practice their feeling and be able to exercise while dancing. The result of the interview with the 5th elderly caregiver revealed, "...Some grandmother was not interested in the content of the song. She was interested in music illustrations in the video, such as flowers. She would tell me what this flower was, what that flower was, etc..." It was the same as the art activities expressing the feeling of the elderly on the pieces of work representing the stories, thoughts, experiences, and perspectives of the elderly. Previously, some of the elderly were sitting and did not know what to do. But when doing music and art activities, they smiled and felt happy. They could dance and had a good time..." (Interview with the 1st elderly caregiver). "... The storytelling happened. The elderly conveyed what they think or their own experiences..." (Interview with the 2nd elderly caregiver). "...The art activity was an incentive for the elderly to show and tell the stories through various forms of art until being able to speak or explain..." (Interview with the 4th elderly caregiver).

(4) Participation in the assessment. It was found that the elderly participated in the assessment of their own works through conversation and exchange of feelings with one another. Self-esteem could be created among them. The result of the interview with the 2nd elderly caregiver revealed the words repeated in both activities. The grandmother said, "... She was proud of her work ...” "... She gave full marks for her work because she liked art ...” "... 2-3 grandmothers walked and showed their work to their friends at other tables ...” (Interview with the 4th elderly caregiver). "...She appreciated her friends' work, and they appreciated one another ...” (Interview with the 5th elderly caregiver). "... They had pride in appreciating their works and the work of others. They could look at and compare their own works with friends. They found themselves wondering why some picture was so beautiful. The colors were very blended. The friend said that she put in a lot of colored sand so it would get very intense and obvious..." (Interview with the 4th elderly caregiver). The assessment was done on the level of satisfaction of the elderly with their participation in music and art activities. The elderly answered the satisfaction questionnaires in 5 levels according to the opinions of all elderly persons individually.

## **DISCUSSION**

The satisfaction of the elderly with their participation in music and artistic activities require a basic understanding at the elderly context. The strategies are needed to persuade participants to be interested in and want to cooperate. Before the activities, there must be a plan to have good preparation, including the need to consider the evaluation to measure the satisfaction, illness of the elderly, and the success of the activities. This provides opportunities for the elderly to participate voluntarily. It is the primary factor that promotes the successful participation of the elderly in performing music and art activities. When the elderly are given opportunities in different processes of activities to participate in decision-making, to participate in the practice of activities, to participate in benefits, and to participate in the assessment through these four processes, the

elderly will feel that they are part of the activities. Being open-minded to the activities will positively affect the practice of the activities. The elderly will benefit from participation in activities and joint assessments. According to the concept of Ciasca et al. (2018), it was said that in organizing art activities for the elderly, the condition and interests of the elderly should be taken into account. The consideration of voluntary participation in activities is important. It should be started with simple activities and then gradually adjust the difficulty as appropriate. For this reason, the elderly can be involved in music and art activities on the basis of their own happiness, needs, or interests, helping them to create a positive satisfaction with the elderly feelings on their results of work towards musical and art activities. All elderly have equal opportunities for participation. When any person has insufficient potential, they will always be assisted by their friends or caregivers, who always help. This creates the feeling of attachment and a sense of value for the elderly to live in the aging society altogether (Ciasca et al.: 2018, pp. 256-263 ).

The elderly are satisfied with their participation in music and art activities. The organizers of the event have to provide opportunities for the elderly to participate in four important areas; decision making, practice, benefits, and evaluation with the details as follows:

(1) For the participation of the elderly in decision-making, the elderly play a role in deciding what they wanted following their interests or their skills to help to motivate the elderly to want to be involved, to do, to try and to serve as a channel for the elderly to show their abilities. One important thing is to create a stimulus for interest in participating in art activities. The moderator must explore the experiences that the elderly have had along with looking for examples of symbolic objects, such as images or works of art of what is relevant to the impression to connect and inspire the creation of art. Then, the old experiences and new examples can be brought to be integrated with their idea (Nan et al.: 2020, pp. 131-140). When allowing the elderly to participate in the decision-making, some problems possibly occur, such as choosing the same colors, same patterns, insufficient number of pieces for the needs. These can be solved by allowing the elderly to raise their hands. If anyone raises the hand first, that elderly will get the piece. "...Giving an opportunity to choose colors of clay, some elderly wanted the same color as their friends chose. The staff then walked to find colors from other groups that had not been used or changed color with other people who were considered to talk and understand..." (Interview with the 3rd elderly caregiver). By participating in the decision-making, the elderly people must seek their own needs and ways in which they can be a part of the activity. It will help the elderly to see the concrete that will take place in the future.

(2) Participation of the elderly in practice: When the elderly are initially involved in the decision-making, it will result in full participation in actions or activities following their abilities as the driving force for the elderly to carry out their activities. Elderly people can be more active with activities that are rarely or never done before. For example, in the activity to craft pictures with colored sand, as the colored sand is light, it can be handled by the elderly they can create the works easily. The lines and patterns of the picture are large and clear. All the elderly can participate in the way they act, create their work, and express their abilities. Even the elderly with semi-dependent conditions tried to use their whole body to perform various activities. They used their strong hand to paint, draw the picture, or sprinkle with colored sand and used the other weak hand to support the workpiece until the work of art could be created successfully. This is as same as in clapping following the rhythm of the music. The elderly donated things and equipment mutually. It is a process of participating in the sacrifice of resources and asking for cooperation that the elderly are not concerned with what they can get. Instead, it is the concern of others who do not have or have an obstacle in their work. The elderly see that what they have is too much, or they can use something else or another color instead. They know how to solve problems and deal with color control. They can be concentrated on controlling their emotions while working, causing them to learn from new experiences and knowing more about controlling emotions (Atiwithayaporn & Suwanno: 2018, pp. 53-64; Ruisoto & Contador: 2019, pp. 62-68). However, for the Angkalung activities, some problems still occurred. Many elderly had poor eyesight and poor vision. They were hard to hear. This made shaking the notes to the rhythm of the music quite

difficult and confusing. The activity leaders need to assign note leaders in each row to help to care for the elderly with health issues. This can reduce anxiety while doing activities. They also give advice to the elderly to reduce stress or anxiety. The results contradict the research of Downey (2014), which found that playing the Angkalung is an activity that can lead the elderly to learn from inside. It results in changes in the self-esteem of the elderly. Therefore, playing the Angkalung is an effective method for promoting the health of the elderly (Downey: 2014, pp. 40-59). The results of this different study may be due to the underlying cultures of the elderly who have different experiences. As most of the elderly of the Foundation lived in Bangkok and surrounding areas, they did not experience much Angkalung playing as the research sample of Downey who studied the elderly in Mahasarakham Province. Thus, in choosing an instrument for the elderly, it is necessary to study different social behavior, livelihoods or experiences in each locality in order to select the appropriate equipment which is not too difficult. This creates a familiar feeling of the elderly that makes it possible to perform activities happily. It is correspondent to the research results of Nuttika Soontorntanaphol (2018, p.76), studying the effect of music activities on the feeling of the elderly in the outpatient department. It was found that the elderly liked the music activity the most. The music equipment they liked most was the note bell because it has the right size, color, and weight. There are adjustments to suit the physical condition of the elderly.

(3) For the elderly's participation in benefits, it is something that the elderly benefit both socially and personally. The elderly can show their abilities and indicate themselves. When the elderly have expressed their own identity, it affects social acceptance. It helps to promote positive feelings as well as building good relationships among one another. For the Karaoke activity, it should be done in the group. It is useful for building a social and collaborative relationship, making fun, eliminating stress, and creating enjoyment. Participation in music activities focuses on building a good relationship with one another until the elderly can work altogether (Masika et al.: 2020, pp. 1892-1910). Personal benefits are the physical benefits of the elderly in exercising, clapping to the music rhythm, using headphones to listen to music, rhythms, or vocals, focusing and concentrating on the work done and the artwork. By picking up the materials, touching things, drawing the lines around, it is an effort to force the body to use the visual nerve in the perception of color, observing and setting the space in the composition of the objects in the picture. The use of hand and finger muscles together in playing clay is the creative handwork of art. It is considered to be mental happiness. The state of mind is the use of art as a base to make people happy until being able to live altogether in society. Telling stories about past impressions and their own stories also promote cognitive wellness. It creates self-esteem, self-worth, and self-acceptance in learning and exchanging feelings with friends (Kanokwan Kanjananikom et al. 2018, Malchiodi: 2003, pp. 16-24, Basting: 2006, pp. 16-20; Kinney & Rentz: 2005, pp. 220-227).

(4) For the participation of the elderly in evaluation, it can be considered in 2 aspects. 1) For the work or workpieces, the satisfaction of their work must be rated following the expectation and where they want to change. When the elderly perceive the beauty from the works of art that the elderly have done and from looking at the colors that happened, it will cause positive feelings for them to be appreciated and happy (Positive well-being). They are happy to show the work to friends to admire, talk, or tell stories that have happened through art. The aesthetics of art can help the elderly to have a better mood. The positive feelings can be increased, causing a feeling of pride and self-confidence (Self-control). The performance of music of the elderly can create self-worth through the presentation of music and performance for music enthusiasts. Each group of elderly has different levels of happiness and enjoyment of music for a good living (Kanokwan Kanjananikom et al. 2018; Manomayangkul: 2012, pp. 363-373). 2) For assessing the satisfaction of participation in music and artistic activities, the elderly would be assessed from questionnaires. Most of them gave the consistent opinion that the eight events of activities held were appropriate and complete. It could create great participation of the elderly. Busakorn Binsant (2010) said that for the key component of music therapy activities influencing the success, the evaluation must be considered to measure satisfaction, illness of the participants, and the success of the activities. Thus, the

efficiency in organizing such activities can be known. This is in line with the results of the study of Kume (2017), finding that after practicing art therapy activities, the elderly were also satisfied with this activity at the behavioral level most. They had physical behavior at the most behavioral level. The psychological/emotional level was at the high to highest behavioral level. The social behavior was at the moderate to high behavioral level (Kume: 2017, pp. 1377-1387).

### **General Recommendations**

- (1) From this research, the event organizer should always provide more equipment than the number of participants. Allowing participants to participate in material selection decisions will generate more than one demand or the need for the same things. In order to reduce the problems that may arise among the elderly, the prerequisites for participation should be defined to ensure the smoothness of the activities.
- (2) In playing Angkalung instrument, most elderly will not be able to play because of their physical health. Some of them cannot hear or see. Their arms and wrists are weakened. Therefore, the moderator should classify the Angkalung notes into different colors, adjust the size of the Angkalung to be smaller or lighter. Prescribing the note leaders in front of the seat row can reduce the anxiety of the elderly in order for the elderly to look after the line leaders not just looking at the notes on the front of the board and having to listen to the Angkalung sound from their friends to play the song.
- (3) With the situation of the control on Coronavirus Disease 2019 (COVID-19), the data collection is more effective than collecting data directly from the elderly. The elderly caregivers understand the elderly more than the researcher, and the elderly will be considerate or do not dare to argue rather than if the researcher asks the elderly directly. As a result, collecting data for the study should allow persons involved in the sample to collect the data, and the researcher can collect the data at the same time. The data collector should be selected to be appropriate for the context of the situation and the research objectives.

### **CONCLUSION**

The elderly were satisfied with their participation in the music and art activities organized by the researcher because the researcher allowed the elderly to participate in various forms independently. From the start of the activity, the seniors could choose different things that they were interested in or specialize in. For example, in the music activities, the elderly could choose to sing karaoke according to their preferences following one's aptitude. In practicing the Angkalung instrument, they could choose their favorite notes. In dancing, the elderly could decide whether or not to join in the dance or sing the songs with friends. They could choose a plaster doll pattern or choose different colors according to their own preferences. While performing activities, the elderly were involved in taking action according to readiness and individual aptitude. Some of the elderly liked to sing. They came out to sing to lead their friends to join in the dancing. Some of the elderly who were weak or semi-dependent would join in singing the song or clapping their hands following the rhythm. Some elders would look to create works of art from friends. Some of them planned for painting, choosing the color to paint the plaster dolls. The elderly people helped one another during the activities. They shared the equipment with their friends, and assistance was provided between the elderly and the caregivers. They participated in benefits. Once the elderly had participated in the activities, the elderly would benefit both physically and mentally, including the final participation of the assessment. The elderly would be involved in the evaluation of workpieces or results. This evaluation would help the elderly to exchange ideas, experiences, transfer knowledge and feeling with their friends through chatting all together. Some of them could bring their past experiences to create more beautiful, detailed, and interesting works of art. The evaluation was made on the satisfaction of the elderly on the participation in music and art activities through the satisfaction questionnaire generated by the researcher.

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## BIODATA

**N. SOONTORNTANAPHOL:** Assistant Professor Dr.Nuttika Soontorntanaphol is a lecturer division of music, Faculty of Fine Arts, Srinakharinwirot University, Thailand. Her teaching classes include Piano Practicum, Music Therapy, History of Asia, Western areas and ASEAN, Music research. Furthermore, she is also a lecturer of Master of Education Program in Special Education and Doctor of Education Program in Special Education, Faculty of Education, Srinakharinwirot University. Her focused research is related to music therapy

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### Controversy of the Qibla direction determination in Kendari city, Indonesia

*Controversia en la determinación de la dirección de Qibla en la ciudad de Kendari, Indonesia*

**R. MUHALLING**

<https://orcid.org/0000-0003-2386-9908>

[rusdinmuhalling02@gmail.com](mailto:rusdinmuhalling02@gmail.com)

*Institute Agama Islam Negeri Kendari, Indonesia*

**M. HASBI**

<https://orcid.org/0000-0002-7294-4284>

[hasbi070767@gmail.com](mailto:hasbi070767@gmail.com)

*Institute Agama Islam Negeri Bone, Indonesia*

**ST. NAJMAH**

<https://orcid.org/0000-0003-0815-586X>

[sittinajmah88@gmail.com](mailto:sittinajmah88@gmail.com)

*Institute Agama Islam Negeri Bone, Indonesia*

**S. ANSELLA**

<https://orcid.org/0000-0001-7333-8350>

[suman\\_ansella@yahoo.com](mailto:suman_ansella@yahoo.com)

*Institute Agama Islam Negeri Kendari, Indonesia*

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#### ABSTRACT

Problems arise in Kendari City because a determination of the Qibla on most mosques was not based on the accuracy of geographical direction but rather by consensus and belief. So, it was rather to the issue of aesthetic adaptation related to spatial planning and shaf and the problem of waqf rhetoric. In the process of adaptation, there are those who immediately make adjustments to safekeeping arrangements, and some others delay on the grounds that they must be discussed because they relate to worship more completely.

**Keywords:** Qibla direction, controversy, adaptation, consensus.

#### RESUMEN

Los problemas surgen en la ciudad de Kendari porque la determinación de la Qibla en la mayoría de las mezquitas no se basó en la precisión de la dirección geográfica, sino en el consenso y la creencia. Entonces, se trataba más bien de la cuestión de la adaptación estética relacionada con la planificación espacial y el shaf, y el problema de la retórica del waqf. En el proceso de adaptación, hay quienes inmediatamente hacen ajustes a los arreglos de custodia y algunos otros se demoran con el argumento de que deben discutirse porque se relacionan con el culto más completo.

**Palabras clave:** Dirección de la Qibla, controversia, adaptación, consenso.

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## **INTRODUCTION**

A Qibla which actually becomes the only point of prayer orientation for Muslims turns out to be a problem when applied in the practice of worship in a place far from the Arabian peninsula. People always try to determine the right direction of Qibla when performing prayers because they are related to the validity of a prayer. Based on this consideration, people used various methods to determine the right direction. Earlier scholars used guidelines based on astronomy with an introduction to the location and motion of celestial bodies to determine the direction of Qibla as technology advances; astronomers created some geometric formulas that are supported by tools such as the theodolite to determine the direction of Qibla more accurately. The latest development is that people can easily find accurate Qibla direction by using an Android device connected with GPS.

In 2010, an initiative emerged from the Rukyah and Hisab MUI Board of Southeast Sulawesi Province to re-calibrate the Qibla direction in Southeast Sulawesi using GPS devices starting from mosques in the city of Kendari. This activity was controversial because most of the direction of the mosque was not built with consideration of geographical accuracy. Moreover, the direction of a Qibla is seen not only related to technical issues of measurement but also touches the realm of interpretation, giving rise to two opposing opinions. In this case, there are skewed towards science and views that are skewed towards socio-mythological aspects. In the first group, accuracy is a non-negotiable keyword, especially now that there is the technology that allows it to be done, while the second group places more emphasis on the aspects of belief that often do not use geographic accuracy considerations first (Alnizar & Munjid: 2020, pp. 29-51). Jamaah (prayer together) tends to never question or question the competence of religious leaders in determining the direction of Qibla. This showed a large hole left in the study of the controversy in determining the direction of Qibla, such as the question of dynamics of authoritative relations between ulama and pilgrims.

This article was written to close the hole by examining any dynamics with the relationship between religion, culture, and technology. The technological sophistication was offered by Islamic applications, such as Qibla finder, Qibla direction, Miqat, Qibla compass, and so on, as well as recommendations from the results of repeated measurements by the MUI were not necessarily accepted and used as a benchmark. Some mosques in Kendari did not make any changes related to the Qibla direction, even though they had been re-measured by the MUI team. For this reason, the focus of this article is (a) How did the controversy in determining the direction of Qibla occur in Kendari? (b) which are any factors influenced by the controversy? (c) how can community acceptance and consensus be achieved about Qibla's direction?

This article was written based on three basic assumptions, such as (a) technology delegitimizes scholars. The logic of science and the ability of technology to present empirical evidence and provide a variety of references in religious practices make millennial worshipers no longer fully believe in the fatwas delivered by scholars; (b) technology with useful about religious practices required adjustment and the infrastructure behind it. Technology and religion have different bases for scientific legitimacy. If technology is built on reasoning and empirical evidence, which is religion can be built on faith and loyalty. Therefore, reconciling these two perspectives required adjusting an open mindset, a participatory process, and institutions that emphasize dialogue; (c) technology can be the basis for strengthening religion through democrat-ic consensus. A new understanding of theological beliefs built on technological evidence will be able to increase faith. The consensus is formed from all the elements and processes that will form a modern and solid religious society.

## **LITERATURE REVIEW**

### **Controversy in Qibla Direction**

Qibla's direction is one of the absolute requirements in determining a validity on wor-ship for Muslims. Hamdani et al. revealed that the direction of Qibla was used as a pointer that must be considered in the context of worship, especially in prayer where the direction of Qibla, which is determined based on the position of the Kaaba (Hamdani et al.: 2020, pp. 82-87). The importance of Qibla for Muslims raises many assumptions and

controversies in determining the direction and calculation that is appropriate for the construction of places of worship. Rozi stated that humans are often trapped in interpretation without regard to accuracy and reality, such a deviation in the direction of Qibla. This often happens because the understanding of the direction of Qibla is based on the previous Qibla of places on worship or adjusting the decisions of ulama (Rozi: 2017). Some mistakes were made and resulted in an MUI fatwa about the better direction of a Qibla heading west. However, these fatwas often experience debates caused by scientific discrepancies with the practice of prayers where many mosques and mashallah deviate from the Qibla direction. While, these considerations did not go through geographic accuracy considerations first (Alnizar & Mun-jid: 2020, pp. 29-51). Correspondingly, Ikbal writes that the determination of the place or direction of the Qibla is influenced by the interpretation and understanding of fiqh that has been believed by Muslims (Ikbal: 2019). This triggers the formation of two conflicting groups, such as pro-science-astronomy and socio-mythology, in determining the Qibla.

A wrong orientation is biased in the implementation and validity of worship procedures for Muslims. In this case, there are three ways to determine the correct direction of Qibla in the controversy that appears in some literature. First, geographic can measurements for the distance of mosque construction with the center of a Qibla, such the Kaaba, using distance aids such as Google Earth, GPS, and geographic calculations. Second, use the theodolite method in mapping based on trigonometric calculations and formulas. Third, the al-Qibla method is based on the sun's position right above the Kaaba (Galadari: 2013, pp. 165-193). Based on these points, Saksono et al. explained that a case study in Klaten, Central Java. There are social conflicts and disputes between two groups of people caused by differences in understanding and belief in the changing direction of Qibla (Saksono et al.: 2018, pp. 129-138). The solution was made by agreeing to change the direction of the Qibla by building a new mosque in accordance with the calculation and measurement of the geographical area. But not only a Qibla debated that occurred in several countries, but it also was caused as a result of the polemic of space and boundaries with other spaces (Foley: 2012; Verkaaik: 2012, pp. 161-176). Therefore, understanding the meaning and direction of Qibla needs to be understood and agreed upon as a link between human interaction with God.

### **Interest Group**

Interest groups become social groups that have an important role and influence in society. Quoting from Klüver & Zeidler discussed that interest groups have power in various sectors of activity, which is the economy. Actors play an important role in shaping the power to govern society. Interest groups have strong access and preferences in sending policies to decision-makers. Just as political power provides existence to interest groups with the relationship between interest groups and political activities such reciprocal (Klüver & Zeidler: 2019, pp. 459-478), strengthening this fact, Finger writes that interest groups have power and dominance with contributing to decision control (Finger: 2019, pp. 852-886). However, interest groups only act as policy givers, but not power over the government (Beyers & Braun: 2014, pp. 93-121). Interest groups usually have high competition between groups. So, to reach the absolute power of individuals, agree on the formation of interest groups with a common goal. Interest groups are a combination of individuals with strong authority and relationship resources, so they are always identified with groups that put pressure on democracy in an institution (Dusso: 2010, pp. 55-67).

Interest groups have various democratic goals in realizing interests. Through agreements and common goals, the actors of interest build power of relations through politicians and the media. Binderkrantz and Krøyer revealed that interest groups have a strategy to realize their ambitions in government by using access and influence in the media to pressure decision-makers. Binderkrantz and Krøyer add that there are two aspects that are relevant in interest groups (Binderkrantz & Krøyer: 2012, pp. 115-138). (1) to become an interest group, each individual needs resources assessed by political institutions related to needed; (2) money is a facility for the law of supply and demand specifically for more or fewer problems. These interest groups are referred to as lobbyists who form practices and rules in certain institutions and are harmonized with rules that benefit the position of interests of this organized group (Klüver: 2012, pp. 1114-1133; Marshall: 2010, pp. 553-575). A very

important role in government makes the interest groups have a very good reputation for getting opportunities from their partners. Therefore, interest groups interpret and glorify reputation as a symbol of identity in gaining trust (Heaney: 2014, pp. 66-81).

### **Social Consensus**

In a debate, social consensus becomes an important element in reaching a mutual agreement between social groups. Quoting from Krueger said that consensus is understood as a decision for a common interest in realizing diversity and consolidation by considering the ideas of context and the rationality of problem-solving among social groups (Krueger: 1998, pp. 163-240). Social consensus can produce interaction and indicated harmony between individuals/groups that form a network with continues to grow and move in the social dimension. Baronchelli and Díaz-Guilera add that communication and technology influence the results of consensus in networks and social interactions where fast and adaptive populations minimize competition between groups (Baronchelli & Díaz-Guilera: 2012). Therefore, social consensus also creates complex and realistic models/forms for common things, so any consensus tends to strengthen the existing relationships. Reaffirming this fact, Clarkson et al. stated that the persistence of consensus is based on the certainty of attitudes of individuals/groups that encourage the search for social identity and equality to relate in groups (Clarkson et al.: 2013, pp. 1019-1022). Therefore, social consensus can be explained as a decision-making phrase that embodies the bonds of trust and regularity and shares expectations, although it is based on differences and debate (Ciao & Lat-ner: 2011, pp. 1768-1774).

Social consensus becomes a form of awareness and solidarity within individuals/groups. The formation of collective / collective awareness creates some agreement, which is realized for the goals and interests that have been aspired. Raeijmaekers and Maesele wrote that consensus is a hegemony, but part of consensus is the result of ideological domination (Raeijmaekers & Maesele: 2017, pp. 647-663). Therefore, consensus can influence the behavior, attitudes, and reasoning of each individual (Prislin: 2012, pp. 327-339). Strengthening this fact, Cheng et al. wrote that there are three levels in social consensus, such as (1) value preferences that contain consensus and influence decision making; (2) alternative actions needed to achieve social consensus; (3) level of relationships between individuals/groups that lead to social status (Cheng et al.: 2020, pp. 30-43). Departing from several things above, Eyadat wrote that a case study aimed at consensus facilitating dialogue between Muslim and non-Muslim groups contributed to the reconstruction of tensions, conflicts, and misunderstandings with a mutual agreement (Eyadat: 2012, pp. 507-516). In this case, social consensus produces pluralism in promoting social and political equality between individuals/groups who disagree. Therefore, social consensus directly implies the resolution of differences/contradictions created for the realization of a social group.

### **METHODOLOGY**

This article was written based on data collected from a series of observations and participation in the process of re-measuring the Qibla direction in 20 mosques in the Kendari City area, or 5.47 percent of the total of 365 registered mosques in the registration of the Kendari City Ministry of Religion mosque. In each district, there are two different categories of mosques chosen as research locations. As a member of the Southeast Sulawesi Province MUI Rukyah and Hilal team, some researchers also visited several mosques (jami', large, grand). The grand mosque, as well as several popular new mosques that were visited by worshipers. The time to re-measure a Qibla direction which is carried out in 2019. Measurements are using the level of the students' devices, theodolite, and several Android GPS devices that use different applications (Google Art, Qibla Finder, Qibla Direction, Miqat, and I pray) to obtain more data accurate as a calibration basis. In addition, a series of in-depth interviews were also conducted with six taking figures/mosque leaders who were re-measured in relation to the history of determining the direction of the previous Qibla. Their views on the measurement results and attitudes/plans to be carried out according to the recommendations given by the team. Sometimes (in a

two-month interval), some teams held a repeat visit to find out the response of the mosque manager's actions and reasons as well.

## RESULTS

Some effort can determine the direction of Qibla in Kendari, which has been caused by controversy in the community because it was in direct contact with an idea of the validity of prayer. This controversy also reappeared when there was a viral report on social media about the location of a direction of the sun, which is said to be 'just above the Ka'bah' on a certain date, followed by a recommendation to revise the Qibla direction. Moreover, the idea was supported by MUI North Sulawesi by sending a team to calibrate the Qibla direction. An invitation to determine the direction of a Qibla more accurately with the support of technology, which was responded to very well by many mosques in Kendari by rearranging the shaft despite having to sacrifice the layout of the mosque's room. But, for some mosque managers, the effort to revise the Qibla direction left a fundamental question regarding knowledge that had been believed to be the truth and had been practiced for years.

The revision of a Qibla direction is seen to have fundamental implications in three aspects, such as (a) stability in performing of prayers, (b) aesthetics were related to the rearrangement of shaf that does not fit the original building, and (c) the problem of waqf rhetoric. In terms of worship practices, changes in the direction toward prayer have a direct implication on solitude, especially as this relates to worship that has been going on for years.

Obviously, the solemnness felt will be different, because all this time the direction is considered to be correct and correct, but after knowing that the direction of a Qibla is incorrect, well if this is still followed by not making changes, then clearly disturbing the solemnity in worship and that very disturbing to the spirit of worship. Different spirit before knowing the position of a Qibla direction (Muh. Nawir, SE, 47 years old, Takmir Mosque at Nurul Falah Mosque, West Kendari District)

In addition, adjustments made in revising the Qibla direction are also seen as disturbing the aesthetics (Changing Qibla Direction) is also related to change the beauty of the mosque, which was previously a good form of shape and yard, with changes affecting the shape of any page and shaf (Interview with M. Nawir, S, E., age 47 years). Furthermore, it was also feared that it would violate the waqf Amar...(Changing the direction of Qibla) means violating for the wish that endowment giver, because it is no longer appropriate from its original form (Jabbar, 49 years old, Takmir Madjis al Jaraiyh, Kendari).

The determination of a direction of Qibla in the past, which was the domain of religious leaders and worshipers only fully following the direction of the Imam / Kyai and believed that a Qibla direction was accurate. During this time in the Muslim community in Kendari, it is still believed that the setting of a sunset is a Qibla. As a result, many mosques and prayer rooms were built with non-uniform coordinates. Directives are received from religious leaders when building a mosque, then taken for granted, and worshipers never questioned with the accuracy of a Qibla direction.

'During this direction of a Qibla is right, because the results of the determination for community leaders, based on the view that where any setting of the sun is where the direction of Qibla (Abu Sofian, S.T, 48 years, Takmir Amaliyah Mosque, Kendari District).

'... In the midst of the absence of a clear definition for any direction of Qibla according to the Qur'an and the Hadith, the instructions from religious leaders who were obeyed became the main reference in determining the direction of Qibla (Zul Fadly SB, 49 years, Takmir Masjid At-Taqwa Kec. Kendari).

Some leaders think that actually measurement is not necessary because even in the past, community leaders or scholars used a compass to determine the direction of Qibla (Interview with H. Andi Muh. Sadyad, S. Sos, 51 years, supervisor of the mosque management in the Old City Grand Mosque). Accuracy, in this case, is recognized not as important; what is even more important is the issue of belief and trust in the pious figure. Therefore, changes in the direction of the Qibla that have been believed and have been carried out from

generation to generation and based on the provisions of religious leaders do not need to be done because it will only interfere with public confidence (Mulyadi, 40 years, Takmir Babul Jihad Mosque, Kec. Wua-wua). They also stated that the piety of a religious leader who gave directions to the Qibla was unquestionable and doubtful.

Since the beginning of a Qibla direction calibration efforts in the city of Kendari, which is not a mandatory instruction from the Ministry of Religion or MUI, even then, it is only a suggestion, so a manager of the mosque has the right to consider adopting or refusing. According to the Qibla calibration team, the direction to adjust a Qibla is voluntary.

"The initiative for this adjustment is purely from us, based on the awareness on the lack of accuracy regarding the Qibla direction. So far, the only important thing is facing west, and sunset is the direction of Qibla. If this is actually followed, it does not lead to Mecca but to Africa. Technological advances in modern astronomy can now be seen in a more accurate direction, around 21o 58 m from West to North. Moreover, technically team went to the mosques; they brought GPS, asked by permission, and took measurements. The result is a recommendation about an accurate Qibla direction which is 21o 58 m from West to North. But, again, this is only informational, whether or not it is up to the mosque's management".

For the MUI team, the main foundation of this activity is a desire to maintain the validity of prayer because facing the Qibla is one of the prerequisites for prayer. This is in accordance with the command of Allah in the Qur'an surah Al-Baqarah: 144 is explicitly stated 'turn your face towards the Grand Mosque, and wherever you are, turn your face towards it.' This command was later strengthened by the Hadith of Al-Bukhari's History that 'one day the Prophet Muhammad prayed on the vehicle (his mount) he faced in the direction of his mount, and when he was about to pray fardhu he went down then faced the Qibla' (Al-Bukhari History). This history confirms that prayer is only valid if in the direction of a Qibla, although there are exceptions to certain conditions, for example, when it is safar (travel). Based on the argument that MUI considers technological advances in determining the location of locations, using GPS (Global Positioning System) allows people to determine the exact and valid location. Thus, there should be no reason for determining the direction of Qibla based on estimates alone.

Until now, efforts to determine the direction of the mosque's qibla only reached about 10 percent of the total 365 mosques in the city of Kendari. A number of mosques were immediately made adjustments to the Qibla direction by rearranging the rows, as happened at the Old City Grand Mosque, Kendari.

"...Yes, it must be admitted with the determination of our Qibla was wrong, and Alhamdulillah, now with the help of this technology, we know for sure where the correct is from Qibla. Therefore, we should just adjust, because this matter is the same as whether or not the prayer is valid '(H.Andi Muh. Arsyad. 51 years, manager for mosque management in Masjid Raya Kota Lama).

Meanwhile, several other mosque administrators claimed to need time to consult with the mosque management to make adjustments.

"However, technology is more accurate, but in practice, we have to consider many things. It is also not possible to tear down the mosque first. If shifting the shaf might be easy, but it feels different, not to mention the strange facing position, the angle of 22o is a lot. Not to mention matters with Amar waqf, we are sometimes afraid to also violate it (Zul Fadly SB. Age 49 years, the mosque of management At-Taqwa Kendari Regency)".

In general, mosque managers in Kendari receive any recommendations about a more accurate Qibla direction, but some do not necessarily make adjustments. For mosques that are not in the right direction for the qibla, by re-measuring based on recommendations from the rechecked ruling body and MUI, the worshipers who are still pro to traditional do not fight, let alone move the mosque, at least only issue views about the Qibla direction that has been done for years. Then, the issue of the legal status of the prayer so far, after being given an explanation accompanied by a modern application, they understand the position of the actual direction, they accept it well. Then, from the party who wants a chance to avoid a lot of costs, if you do demolition, with enough of the changed by shaft lines.

## **DISCUSSION**

The controversy that arises from determining any direction of a Qibla is actually a paradigmatic clash between empirical science and emotional beliefs triggered by changing technological contexts. The widespread use of the internet and social media has given rise to new horizons in the mindset of the people that lead to the strengthening of rationality and empiricism. This raises a problem in understanding the foundation of worship that originally originated in the Holy Qur'an and the Had-ith. Traditionally, the interpretation of the holy book is the main domain of the scholars who specifically study various aspects of the scriptures, ranging from grammar to semantic. As a result, it appears to be an authoritative regime of knowledge built on competence over interpretation. Only the scholars are allowed and have the right to give an interpretation of the sacred texts, while lay worshipers must follow the interpretations made by the scholars. This can be seen very clearly in the case of determining the direction of Qibla, where almost no questions arise from pilgrims about its accuracy. The instructions given by the ulama, even though they did not master astronomy, were taken for granted and were believed to be the right direction for Qibla.

The presence of technology is also related to the identification of places and navigation that has high precision in this case of delegitimization with the role of the ulama in determining the direction of Qibla. The development of navigation applications that are embedded in Android devices makes people dare to think critically and question information that is deemed inappropriate armed with information obtained from the internet. Or in other words, the presence of technology, in this case, emerged as a breakthrough of authoritative relations, which had been the domain of the ulemas and at the same time imposed a more egalitarian dialogical relationship. The scholars are now required to be able to creatively provide explanations and interpretations that are supported by data or empirical evidence. Explanations about dogma and the basis of religious practice are now not enough if only explained by interpretation and examples of stories mentioned in the scriptures and Hadith.

At the same time, technology can communicate usefully with any categories for people in new groups and understanding new religions as well. This led to the emergence of controversy in religious practice, including in determining the direction of Qibla. The first group has consisted of some people who quickly accepted and revised the Qibla direction of their mosque. The digital evidence shown by the team was fully accepted and was seen as a step to perfect worship. The first group is characterized by being young, progressive, familiar with the internet, and serving in mosques under Mu-hammadiyah, who are more familiar with the reckoning method. This tradition of thinking facilitates were also acceptance with technological innovations that lead to the improvement of the pillars of worship. The revision of a Qibla direction, as evidenced by the coordinate points, further strengthens the stability of worship.

The second group is the group that feels they have to consider carefully before taking action to adjust a Qibla direction based on the team's recommendations. They consider other aspects related to the belief in the ulama, Amar waqf, the problem of solitude in worship, even the possibility of conflict in the practice of worship. For this group, harmony and cohesiveness are shared values that must be maintained, besides, of course, the reasons for the economic implications related to changes in Qibla's direction. This group actually did not refute or reject the recommendation, but they felt the need for additional consideration, including the advice of the ulama leaders, who traditionally were a source of knowledge. So, mosques are managed by older mosques management, which is less familiar with the internet, and in environments that are thick with authoritative relations tend to take longer and adapt to change.

So, the root also causes of the controversy lies not in acceptance or rejection, but rather a fundamental difference in the tradition of authoritative generalist decision-making versus specialist democratic tradition. In the authoritative group, the role of ulama is broad and overwhelming to fields outside his competence. This can be seen clearly how the scholars of this group are so trusted in determining the direction of Qibla, even though they lack competence in astronomy. In the second group, it does not apply. Science data is empirical evidence

that does not need to be questioned or reconfirmed on the figure of the cleric because it was compiled by a group of experts who have competence in astronomy. So, technological interference in the realm of religious practice is a necessity, but it becomes controversial when it is placed on a framework of authority, both scientific and political.

## **CONCLUSION**

An absence of rejection of the recommendations of a Rukyah Team and Hisab MUI regarding adjustment to the Qibla direction by the mosque managers in the city of Kendari shown that any controversy related to this issue did not touch the ideological domain. Various groups with different scientific traditions apparently did not question the findings of the MUI Team regarding an average deviation of 21o 58 m from West to North or 680 2 m from the North. The problem is an adaptation from any recommendation. An implication of the recommendation is an adjustment of direction, which directly impacts the arrangement of shafts and space. For most mosques in Kendari, this is a big problem because it not only makes the layout of the worship space look strange but also related to the waqf issue. This also shows that the determination of a direction of Qibla, which has now shifted into the realm of technology rather than being interpretive. The inevitability offered by technology regarding the Qibla direction is considered to actually support the provisions of fiqh. So, this change does not lead to ideological debate but rather is practical. The implications of the mosque's physical changes and financing are important considerations in implementing the MUI's recommendations regarding the appropriate Qibla direction.

Differences in scientific traditions and authoritative relationships are precisely what make the difference in the adaptation process. In mosques managed by progressive of mosques, managers tend to adopt recommendations more quickly by changing safe because, for them, the direction is related to legitimacy. While, for other management, the mosque was emphasized with the feeling of stability in worship, so that they tended to be slower to adopt the recommendation. A dimension that may be an issue in this article is its emphasis on the manager's perspective. This research does not refer to the perspective of pilgrims at all. Implicitly, pilgrims are placed as users, not agents who participate in owning mosques. Therefore, it would be very interesting if the study of re-measuring the direction of Qibla also considers the pilgrims' side. Notes about the response of pilgrims after the direction of the mosque's qibla adjusted to the MUI recommendations will make this study better able to explain this controversy more comprehensively.

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### **BIODATA**

**R. MUHALLING:** He is a lecturer in Institut Agama Islam Negeri Kendari and teaching any major about Islamic and Economic. The current affiliation of Muhalling is Institute Agama Islam Negeri Kendari; E-mail: [rusdinmuhalling02@gmail.com](mailto:rusdinmuhalling02@gmail.com).

**M. HASBI:** He is a lecturer in Institut Agama Islam Negeri Bone and teaching any major about Islamic and Economic. The current affiliation of Hasbi is Institute Agama Islam Negeri Bone; E-mail: [hasbi070767@gmail.com](mailto:hasbi070767@gmail.com).

**ST. NAJMAH:** She is a lecturer in Institut Agama Islam Negeri Bone and teaching in any major about Islamic and Economic. The current affiliation of Najmah is Institute Agama Islam Negeri Bone; E-mail: [sittinajmah88@gmail.com](mailto:sittinajmah88@gmail.com).

**S. ANSELLA:** He is a lecturer in Institut Agama Islam Negeri Kendari and teaching in any major about Islamic and Economic. The current affiliation of Ansellia is Institute Agama Islam Negeri Kendari; E-mail: [suman\\_ansella@yahoo.com](mailto:suman_ansella@yahoo.com).

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### Influence of digital marketing communication and performance effectiveness between b2b companies and clients in Thailand

*Influencia de comunicacion del marketing digital y la eficacia del rendimiento entre empresas b2b y clientes en Tailandia.*

**P. YONGVONGPHAIBOON**

<https://orcid.org/0000-0002-2126-035X>  
yongvongphaiboon.p@gmail.com  
Assumption University, Thailand

**M. CHANTAMAS**

<https://orcid.org/0000-0002-4264-6227>  
Chantamas.Marissa@gmail.com  
Assumption University, Thailand

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#### ABSTRACT

The objectives of this study are to investigate the relative importance of digital marketing communication and CRM in influencing different concepts of trust (social trust and customer trust) and how it leads to firm and customer performance effectiveness in construction steel industries in Thailand. The findings revealed that digital marketing communication and customer relationship management have a positive and significant relation with different aspects of trust through the moderating effect of customer engagement. The results also showed that customer trust has a positive and significant relationship with the firm and customer performance effectiveness.

**Keywords:** Digital marketing communication, CRM, firm, performance

#### RESUMEN

Los objetivos de este estudio son investigar la importancia relativa de la comunicación de marketing digital y CRM para influir en diferentes conceptos de confianza (confianza social y confianza del cliente) y cómo conduce a la eficacia del desempeño de las empresas y los clientes en las industrias del acero para la construcción en Tailandia. En los resultados se encontraron que la comunicación de marketing digital y la gestión de la relación con el cliente tienen un impacto positivo y significativo con diferentes aspectos de la confianza a través del efecto moderador del compromiso del cliente. Los resultados también mostraron que la confianza del cliente tiene una relación positiva y significativa con la eficacia del desempeño de la empresa.

**Palabras clave:** Comunicación de marketing digital, CRM, empresa, rendimiento

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## **INTRODUCTION**

The use of digital marketing communication (DMC) and customer relationship management (CRM) has brought revolutionary new ways of cooperating and interacting between the company and the seller, which has resulted in benefits and value in terms of efficiency, convenience, and cost reduction in consumer purchasing decisions (Jermstittiparsert et al.: 2018, pp. 1257-1273; Jermstittiparsert: 2020, pp. 338-346). DMC and CRM are the technology solution based on the personal database and salesperson's automation and marketing tools to meet the objectives (Xu et al.: 2002). This is because of the ability of DMC and CRM that can deliver customer data and increased customer retention and loyalty, reduce workflows, and distribute customer knowledge at a lower price than older network technology (Chen & Popovich: 2003). Based on past studies, communication is essential, and it has mainly positive effects on relationships.

However, the construction steel industry in Thailand has only the proportion of communication that can occur in attending business events, personal relationships, telemarketing, and face-to-face sales, which is an ineffective tool for delivering marketing objectives. Industrial companies have low interest and are holding back from adopting digital marketing compared to other companies working in the B2C market (Hazlett: 2010). Therefore, the adaption of digital marketing communication and CRM in sales and marketing departments has drawn a lot of attention among different disciplines up to the present. There is minimal information regarding ways how industrial marketing is affected by communications' digitalization. Digital marketing communication is being used to achieve efficiencies in cost in handling customers, create social trust and brand relationships (Drèze & Hussherr: 2003, pp. 8-23).

Using modern digital channels like social media has been largely covered under consumer marketing. However, the changes that have resulted from them include ways that industrial firms can manage their channels of sales, serve their customers, establish marketing campaigns or keep in touch with their current customers remain comparatively under-researched (Vipaporn et al.: 2019, pp. 352-361; Jermstittiparsert et al.: 2019, pp. 1272-1289). The range to which industrial firms have effectively exploited the progress in digital marketing communication and CRM to improve a firm's overall performance, such as increased sales, increased customer satisfaction, improve financial performance build customer loyalty, and reduction of firm's activities cost is still unclear. This study aims to examine the impact of digital marketing communication and CRM on the firm and customer performance effectiveness in the B2B industrial sector. This research focuses on the B2B construction steel sector in Thailand, which is common in a typical supply chain, as companies import products such as raw materials from suppliers overseas for manufacturing processes, and then finished products can then be sold to steel distributors via B2B transactions.

### **Research Objectives**

The study's research objectives are as follows:

Objective 1: To determine the relative importance of digital marketing communication in influencing different concepts of trust.

Objective 2: To determine the relative importance of customer relationship management in influencing different concepts of trust.

Objective 3: To understand the moderating effect of customer engagement on the effects of digital marketing and CRM on different concepts of trust

Objective 4: To investigate the mediating role of customer trust on customer and firm performance effectiveness

## **LITERATURE REVIEW**

This study can contribute useful practice in terms of theoretical contribution to study how the input of customer relationship management (CRM) and digital marketing communication, which is amplified through the engagement process leading to different concepts of trust (social trust and custom trust), have an impact on the

customer and firm performance. This study is among the few of its kind to include performance in both areas (firm and customer). The significance of this study is to better understand the impact of digital marketing communication and CRM technologies adoption on B2B industrial companies in Thailand. This is because when digital marketing communication combines with CRM, it will effectively help the B2B industrial companies in generating, storing, representing, translating, and reproducing information. The CRM system is implemented to help in managing customers' relationships as well as improving how consumers understand company profiles (Gupte: 2011). Besides, CRM potentials depict the required skills and techniques that maintain, establish, and enhance meaningful relationships, and it was found through research that CRM and business performance have a direct relationship. Deductively, companies should base on existing resources to build a reliable CRM system that match expected objectives. Proper CRM techniques create opportunities through service providers hence customer satisfaction (Salem: 2010).

This study can contribute useful practice in terms of managerial contribution to create values by developing quality communication and better customer engagement through digital marketing communication and CRM in order to positively influence customer trust and lead to both firm and customer performance effective for B2B industrial. Digital marketing communication is an essential tool for industrial companies 'development if utilized and implemented correctly. One of the most common explanations for customer behaviors to switch to rival businesses is the lack of effective communication with them. The study also focuses on the barriers of digital communication in B2B industrial companies that encounter its implementation. B2B marketers can use the findings of this study to plan their digital marketing operational processes. B2B marketers can better strategize their operational procedures, focusing on closing specified gaps and disclosing the meaningful insights for the B2B marketers, such as digital channels that customers prefer.

### **Hypothesis of the Study**

H1: Customer relationship management (CRM) has a positive influence on customer trust

H2: Digital Marketing Communication has a positive influence on social trust

H3.1: Customer Engagement moderates the relationship between CRM and customer trust

H3.2: Customer Engagement moderates the relationship between digital marketing communication and social trust

H4: Social trust has a positive influence on customer trust

H5: Customer trust has a positive influence on customer performance effectiveness

H6: Customer trust has a positive influence on firm performance effectiveness

### **METHODOLOGY**

In this study, exploratory sequential mixed methods design has been employed in order to gather deeper insights into the influence of digital marketing communication and CRM on the firm and customer performance effectiveness. It is a method with initial qualitative procedures for data collection and analysis, followed by process of quantitative data collection and analysis that includes the final stages of the integration from the two separate lines of data (Creswell & Plano Clark: 2017). The study aims to analyze the impact of digital marketing communication and CRM on social trust, customer trust, engagement, and firm performance effectiveness. The questionnaire items were adapted from previous literature, and a pretest was conducted before the actual distribution in order to test the reliability of the questionnaire. The survey technique helps to provide researchers with sufficient data from samples for generalization of results. The statistical analysis software will be used for data analyses such as reliability tests, confirmatory factor analysis of the measurement mode, structural equation modeling analysis, and test the impact between variables as explained and hypothesized.

## Sampling Procedures

This section provides the details of the sampling procedures. The unit of analysis is the client of the Permsin Steel company, which are steel producers and are also a trading company. According to the Iron and Steel Institute of Thailand report (November 11, 2019), steel industry companies in Thailand are mostly small and medium enterprises (SME) and approximately 60% of the total number of steel entrepreneurs. The remaining 40% is made up of both steel producers and suppliers that produce and distribute construction steel products such as roof, pipe, conduit, bar rebar and including various types of related secondary steel such as scrap, billet, slab, and bloom beam in order to spread the risk and save economies of scale with details as follows.:

**Steel Producers:** Most steel manufacturers produce many types of steel but are always focusing on producing steel products that they have considerable expertise with, and they are divided into four groups: first is the group that focuses on producing long-steel billet and iron flat bars group (a large part of which is usually extended by the production of steel pipes), second, is the group that focuses on producing steel bars/structural steel, third, is the groups that focus on producing hot rolled/cold rolled steel and forth, is the group that focuses on producing steel pipe.

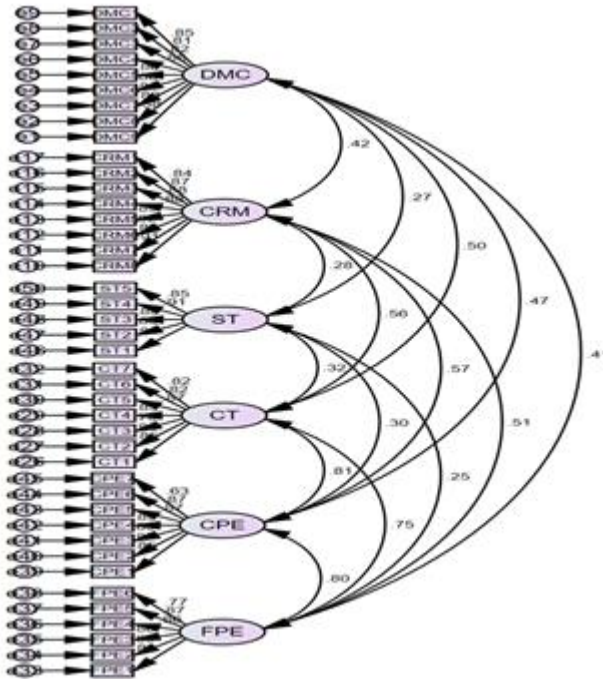
**Steel Traders:** steel trading companies usually buy a high production volume of steel products from steel manufacturers or producers in Thailand and sell them to end-users, Government projects, and export to different countries where it has its own distribution network. Steel traders are divided into three subgroups: first, traders in scrap metal; second, traders in finished steels, such as roofs, pipes, hot and cold rolled steel; and third, traders in steel products such as construction hardware.

Prior to conducting the survey, interviews were conducted with the director manager of the steel sector from Kasikorn Bank. Two relevant questions were asked during the interviews and focused on the total number of registered steel industrial companies in Thailand and where in Thailand these companies are located. The information received revealed that the total number of all registered steel companies in Thailand is 5102 companies, of which are located in Samut Sakhon, Samut Prakan, Bangkok, Thonburi, and Rayong as these areas that state enterprises under the control of the Ministry of Industry of Thailand. The number 3313 is used as the size of the population.

## RESULTS

The results of the principal component analysis indicated that all observable variables demonstrated correlation coefficients are greater than 0.4. The results of Standardized Factor Loading of all constructs varied from 0.63 to 0.89, which exceeded the recommended level of 0.4. The exploratory factors of digital marketing communication, CRM, social trust, customer trust, firm performance effectiveness, and customer performance effectiveness accounted for a combined 76.18% of the total variance. The Cronbach's alpha coefficients of digital marketing communication, CRM, customer engagement, social trust, customer trust, firm performance effectiveness, and customer performance effectiveness varied from 0.936 to 0.967, which exceeded the recommended level of 0.7. This section describes the reliability test for the observed variables. The Cronbach's alpha results from conducting the statistical process are equivalent or higher than the acceptable level of 0.6 to 0.7. the Cronbach's alpha results from previous studies conducted in western countries compared with the results from this study.

**Confirmatory Factor Analysis (CFA)**



**Figure 1.** Measurement Model of Factorial Structure for Digital Marketing Communication and CRM in Construction Steel Industries in Thailand

To examine the model fit, the seven important criteria,  $\chi^2/df$ , NFI, RFI, IFI, TLI, CFI, and RMSEA, were used to test the model fit measurement. The chi-square goodness-of-fit test,  $\chi^2/df = 1.953$ ,  $p < .05$ ,  $p$ -value showed the model did not fit the data well. Given the known sensitivity of the chi-square value to the sample size, this study complements the chi-square measure with the baseline comparisons fit measures. The baseline comparisons fit indices model showed a marginal acceptable fit for the hypothesized model ( $\chi^2/df = 1.924$ ; NFI= 0.878; RFI=0.869; IFI=0.937; TLI=0.933; CFI=0.937; RMSEA=0.057).

**Construct Validity**

The composite reliability of factors in the measurement model of factorial structure for digital marketing communication and CRM in construction steel industries ranged from 0.817 to 0.886, which were greater than 0.7. Therefore, composite reliability of measurement model of digital marketing communication and CRM in construction steel industries was provided.

**Table (1).** Construct Correlation Matrix, Composite Reliability, Variance Extracted

	<b>DMC</b>	<b>CRM</b>	<b>ST</b>	<b>CT</b>	<b>FPE</b>	<b>CPE</b>
<b>DMC</b>	<b>0.821</b>					
<b>CRM</b>	0.417***	<b>0.886</b>				
<b>ST</b>	0.266***	0.279***	<b>0.865</b>			
<b>CT</b>	0.501***	0.564***	0.316***	<b>0.827</b>		
<b>FPE</b>	0.413***	0.509***	0.251***	0.751***	<b>0.843</b>	
<b>CPE</b>	0.469***	0.568***	0.302***	0.814***	0.798***	<b>0.837</b>
<b>Mean</b>	4.96	4.89	4.91	5.04	4.93	5.02
<b>SD</b>	0.778	0.812	0.736	0.664	0.716	0.639
<b>Composite Reliability</b>	0.949	0.967	0.937	0.938	0.936	0.942
<b>Variance Extracted</b>	0.674	0.785	0.748	0.685	0.711	0.701

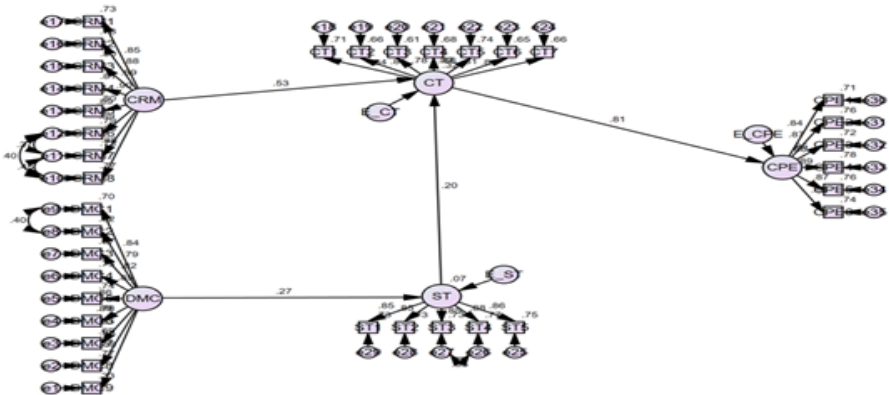
Note: DMC = Digital Marketing Communication, CRM = Customer Relationship Management, ST = Social Trust, CT = Customer Trust, FPE = Firm Performance Effectives, and CPE = Customer Performance Effectiveness \*\*\*p < 0.01 Values below the diagonal are correlation estimates.

According to Table 1, the variance extracted estimates of factors in the measurement model of factorial structure for digital marketing communication and CRM in construction steel industries ranged from 66% to 78%, all of which exceeded the recommended 50 percent. Therefore, the square root of the AVE of each construct was greater than the correlations between constructs. Therefore, this finding indicates that compared with other constructs, each construct shared more variance with its measurement items and that discriminant validity was good. In sum, the measurement model of factorial structure for digital marketing communication and CRM in construction steel industries indicated that the NFI, IFI, TLI, NFI, CFI values were close to 0.9 and supported its discriminant validity, convergent validity, construct reliability and construct validity

### Structural Model Fitting

The configurations of the study of the structural equation model are similar to the CFA. The first process is to determine the overall model fit by means of incremental and absolute fit indicators. The next process includes evaluating the hypothesis test using the multiple square correlations and the maximum probability estimates given by the SEM results. Seven criteria,  $\chi^2/df$ , NFI, RFI, IFI, TLI, CFI, and RMSEA, we're used in order to examine the fit of the structural models for both firm and customer performance effectiveness as shown in Figure 2 and 3. The results of Figure 3 revealed that the chi-square goodness-of-fit test,  $\chi^2/df = 1.761$ ,  $p < 0.000$ , p-value showed the model fits the data well. The baseline comparisons fit indices model showed a marginal acceptable fit for the hypothesized model ( $\chi^2/df = 1.761$ ; NFI= 0.887; RFI=0.879; IFI=0.948; TLI=0.944; CFI=0.947; RMSEA=0.052). Also, the results of Figure 3 showed that the chi-square goodness-of-fit test,  $\chi^2/df = 1.707$ ,  $p < 0.000$ , p-value showed the model fits the data well. The baseline comparisons fit indices model showed a marginal acceptable fit for the hypothesized model ( $\chi^2/df = 1.761$ ; NFI= 0.887; RFI=0.879; IFI=0.948; TLI=0.944; CFI=0.947; RMSEA=0.052).The comparisons fit indices are close to the recommended level of 0.90, and this indicated an acceptable estimate of the proposed relationship among the constructs.

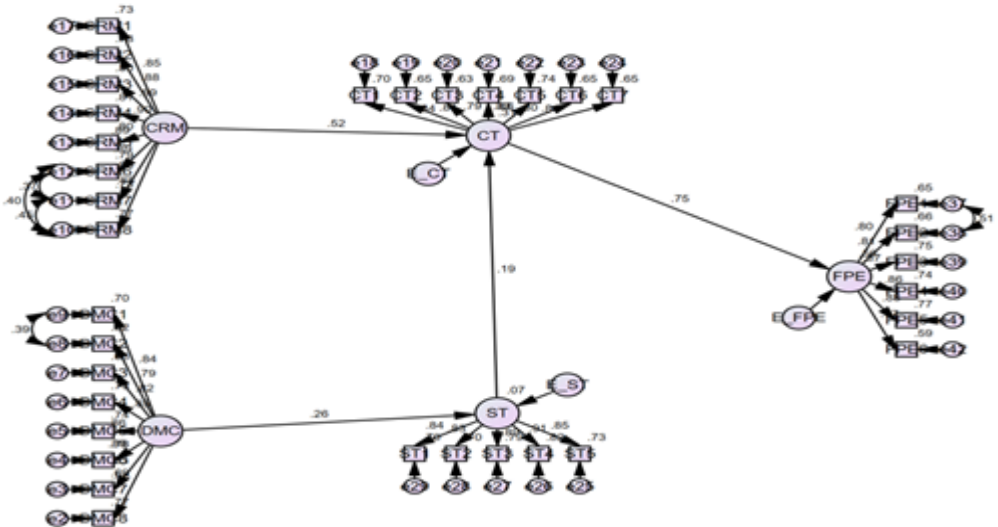




**Figure 1.** Structural Equation Model Of Digital Marketing Communication And Crm In Construction Steel Industries In Thailand For Customer Performance Effectiveness

Notes:  $\chi^2/df = 1.761$ ; NFI= 0.887; RFI=0.879; IFI=0.948; TLI=0.944; CFI=0.947; RMSEA=0.052

Fit Indices of Structural Equation Model for Firm Performance Effectiveness, the result of chi-square value was 1.707, and the NFI, RFI, IFI, TLI, CFI, RMSEA values ranged from 0.894, 0.887, 0.953, 0.950, 0.953, and 0.050, respectively. Due to the sensitivity of the chi-square value to the large sample size, which is more than 200, this study completes the chi-square measures with the baseline comparison measures. All the baseline fit indices of the structural equation model with item parcels are close to the recommended level of 0.90. Therefore, item parcels can be used to improve the model fit of SEM for firm performance.



**Figure 2.** Structural Equation Model of Digital Marketing Communication and CRM in Construction Steel Industries in Thailand for Firm Performance Effectiveness

Notes:  $\chi^2/df = 1.761$ ; NFI= 0.887; RFI=0.879; IFI=0.948; TLI=0.944; CFI=0.947; RMSEA=0.052

**Table (2).** A Summary of Hypotheses Test Results for Digital Marketing Communication and CRM in Construction Steel Industries (Customer Performance Effectiveness)

Hypothesis No.	Structural Path	Standardized Regression Weight	Critical Ratio (C.R.)	Results
H1	CRM → Customer Trust	0.531	9.06	Supported
H2	DMC → Social Trust	0.265	4.029	Supported
H4	Social Trust → Customer Trust	0.196	3.594	Supported
H5	Customer Trust → Customer Performance Effectiveness	0.810	13.854	Supported

**Table (3).** A Summary of Hypotheses Test Results for Digital Marketing Communication and CRM in Construction Steel Industries (Firm Performance Effectiveness)

Hypothesis No.	Structural Path	Standardized Regression Weight	Critical Ratio (C.R.)	Results
H1	CRM → Customer Trust	0.524	8.916	Supported
H2	DMC → Social Trust	0.257	4.134	Supported
H4	Social Trust → Customer Trust	0.195	3.576	Supported
H5	Customer Trust → Firm Performance Effectiveness	0.751	12.046	Supported

The six hypotheses were tested with the structural equation model, and all relationships were presented in Table 2 and Table 3. Both structural equation models present a marginally acceptable fit for the hypothesized models that is close to 0.9.

**Table (4).** Moderation Test of Customer Engagement in Customer Performance

Hypothesis	Structural Path	Engagement Level	$\chi^2$ Difference <sup>(1)</sup>	Standardized Regression Weight	Result
H6a	CRM → Customer Trust	Low	21.650	0.411	Partial Moderate
		High	80.381	0.537	
H6b	DMC → Social Trust	Low	20.437	0.142	Full Moderate
		High	5.646	0.314	

**Table(5).** Moderation Test of Customer Engagement in Firm Performance

Hypothesis	Structural Path	Engagement Level	$\chi^2$ Difference <sup>(1)</sup>	Standardized Regression Weight	Result
H6a	CRM -> Customer Trust	Low	22.892	0.395	Partial Moderate
		High	80.514	0.534	
H6b	DMC -> Social Trust	Low	56.905	0.144	Full Moderate
		High	65.978	0.299	

According to Tables 4 and 5, the moderation is significant since the difference in Chi-Square value between the constrained and unconstrained model is more than 3.84, while the difference in Degrees of Freedom is 1. The results of the moderation test found that the moderator engagement level does moderate the causal effects of digital marketing communication on social trust and CRM on customer trust. The results show that engagement level is full moderation since the standardized estimate for low engagement is not significant while high engagement is significant.

## DISCUSSION

The results of demographic characteristics of the respondents and their experiences using digital marketing communication and CRM show that most of them use social media (e.g., LINE, Facebook) as a main online channel to communicate and interact with their customers. In addition, according to the findings, contact management, auto data collection, and sales support are the most commonly used functionality of CRM implemented in construction steel industries. The results of this study have found support for all the proposed hypotheses. The important findings related to the hypothesized relationships are discussed and divided into five sections.

### Section 1: Relative Importance of Digital Marketing Communication in Influencing Different Concepts of Trust

The results found that there is a significant relationship between digital marketing communication and social trust. Kennedy et al. affirm that when digital marketing communication strategies were enhanced, social trust also improved (Kennedy et al.: 2001, pp. 73-86). As an outcome, improving their digital marketing communication helps to enhance customer-to-company interactions and customer-to-company relationships through the exchange of information digitally (Lin et al.: 2020). Digital marketing communication, such as social media, in which businesses provided the best medium for marketing purposes, affected social trust positively (Albarran: 2013). Social media also plays a very important role in maintaining, attaining, and engaging the company's present and new customers. Social media platforms such as Facebook or LINE may not directly foster trust, but the active firm's sales representative and marketers can increase the quantity and quality of their social ties when using these platforms by increasing social interaction with the customer, which can be achieved by pictures or sharing relevant data with customer. This can effectively create a social event resulting in increasing customer's feelings of intimacy and connectedness (Mathew & Coyne: 2017). Recent research has shown that social media marketing communication influences overall relations, and thus, has an indirect positive effect on social trust (Cavanaugh: 2017).

## **Section 2: Relative Importance of Customer Relationship Management in Influencing Different Concepts of Trust**

The study supports the hypothesis; customer relationship management has a positive influence on customer trust. The correlation showcases that when customer relationship management is improved, there is a rise in customer trust in companies (Kennedy et al.: 2001, pp. 73-86) This is because the CRM system plays a vital role in managing customers' relationships as well as improving how consumers understand company profiles (Gupte: 2011). According to Thakur and Workman, CRM can be used as a comprehensive strategy that entails the process of acquiring, maintaining, and fostering cooperation with specific customers to create trust and a unique value in their interaction with the firm (Thakur & Workman: 2016, pp. 4095-4102). Furthermore, the improved customer trust contributes to increased productivity and performance of those organizations, and social media platforms play a major role. Other studies that support this view have shown that customer relationship management influences customer confidence and loyalty (Wali et al.: 2015, pp. 45-58).

## **Section 3: Moderating Effect of Customer Engagement on the Effects of Digital Marketing and Customer Relationship Management on Different Concepts of Trust**

The study supports the hypothesis; customer engagement moderates the relationship between customer relationship management and customer trust. Therefore, when the level of engagement was enhanced and increased through the use of CRM and digital marketing communication, there was a considerable increase in customer trust. The impact of this is increased operational and organizational productivity and performance. Previous evidence supports this view and has put forward that customer engagement by customers influences the trust they build in that product (Harmeling et al.: 2017, pp. 312-335). Through this research, customer engagement was projected to lead to better brand identity, thus, more brand trust. It should always be mentioned that organizations must establish customer confidence for a business to ensure economic viability. Such a company, nevertheless, should be able to present to customers its capabilities and goals through an effective CRM approach (Kennedy et al.: 2001, pp. 73-86).

## **CONCLUSION**

The study supports the hypothesis; customer trust has a positive influence on firm performance effectiveness. As such, organizations that focus on improving their customer trust levels using customer relationship management and digital marketing communication realize improved productivity and performance (Kennedy et al.: 2001, pp. 73-86). Customer trust is becoming essential not only for business structures but also in expanding customer expectations, and the intense rivalry requires a product distinguishing factor for performance improvement (Sarwar et al.: 2012). Companies recognize that customer confidence can promote the enhancement of the institution's sales volume. In the digital marketplace, customers are exposed to various choices in which they must determine which product to select (Harris et al.: 2017, pp. 139-158). Therefore, to achieve long- and short-term company goals, businesses need to build and retain customer trust to gain additional loyal partnerships (Leonidou et al.: 2008, pp. 92-103). The study also identified that there is a significant relationship between customer trust and customer performance effectiveness. Hence, the study supports the hypothesis; customer trust has a positive influence on customer performance effectiveness. Thus, the study established that when organizations improved their customer trust levels, their customer performance effectiveness would improve as well. Trust should be used as a mediating variable as per this theoretical research framework to impact customer loyalty and relationship development (Sarwar et al.: 2012). In other studies that support this view, it was found that businesses relied on trust and loyalty to build and maintain a long-lasting engaged client relationship. Also, from past studies, commitment and trust is a factor that retains customers in the market. In addition, in certain firms, the psychological edge of trusting customers of businesses is more important to retain existing customers than the social value (Iglesias et al.: 2020, pp. 151-166).

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## **BIODATA**

**P. YONGVONGPHAIBOON:** holds Ph.D. in Business Administration (major in Marketing) from Assumption University, Thailand. He is currently a managing director of Atlantic Pipe Company Limited, a part time lecturer at Siam University, Assumption University and Huachiew Chalermprakiet University, Thailand. His areas of expertise are E-Commerce, International Supply Chain Management, and Investment in Stocks.

**M. CHANTAMAS:** holds a Ph.D. in Business Administration (Marketing) from Assumption University, Thailand. She is the Program Faculty Member of the Ph.D. in Business Administration and lecturer in the Department of Marketing, MSME, Assumption University. Her areas of expertise are marketing, branding, gaming, social media, sustainability, and luxury branding.

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### Factors affecting supply chain collaboration in Thailand's dairy industry: pilot study

*Factores que afectan la colaboración en la cadena de suministro de la industria láctea de Tailandia: estudio piloto*

**V. VAJIRABHOGA**

<https://orcid.org/0000-0001-8669-6691>  
virayos.v@gmail.com  
Chulalongkorn University, Thailand

**K. SUTIWARTNARUEPUT**

<https://orcid.org/0000-0003-0714-5694>  
kamonchanok.s@chula.ac.th  
Chulalongkorn University, Thailand

**P. PORNCCHAIWESKUL**

<https://orcid.org/0000-0002-5641-1162>  
pongsa.p@chula.ac.th  
Chulalongkorn University, Thailand

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#### ABSTRACT

90% of milk producers are smallholders. In addition to disease control and health regulations, supporting milk producers in supply chain collaboration can play a major role in improving the success of the dairy industry. This pilot study aims to develop conceptual frameworks in 9 areas as follows: performance and commitment, processes, measurement and evaluation, strategies, internal and external communication, long-term business, operations, cost reduction, learning and knowledge, and 32 identified factors by exploratory factor analysis. The verified model will be able to give a clearer understanding of the factors affecting supply chain collaboration that impacts Thailand's dairy industry.

**Keywords:** Supply chain collaboration, affecting factors, dairy industry, milk producers.

#### RESUMEN

El 90% de los productores de leche son pequeños agricultores. Además del control de enfermedades y las regulaciones sanitarias, apoyar a los productores de leche en la colaboración de la cadena de suministro puede desempeñar un papel importante en la mejora del éxito de la industria láctea. Este estudio piloto tiene como objetivo desarrollar marcos conceptuales en 9 áreas de la siguiente manera: desempeño y compromiso, procesos, medición y evaluación, estrategias, comunicación interna y externa, negocios a largo plazo, operaciones, reducción de costos, aprendizaje y conocimiento y 32 factores identificados por el análisis de factores exploratorios. El modelo verificado podrá brindar una comprensión más clara de los factores que afectan la colaboración en la cadena de suministro y que impactan en la industria láctea de Tailandia.

**Palabras clave:** Colaboración en la cadena de suministro, factores que afectan, industria láctea, productores de leche

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## INTRODUCTION

Milk and dairy products are cheaper than other sources of protein. Milk and dairy products have high nutrient content, supplying energy, proteins, aminoacids, minerals, and other micronutrients. The Thai dairy industry was founded in 1960 after some dairy cows were given to Thailand by the King of Denmark. The Thai King initiated the Dairy Farming Promotion Organization of Thailand, and the Department of Livestock Development began a bovine insemination program. Moreover, in 1971, native cows were bred with Holstein Friesians to develop dairy cows suitable for Thailand's tropical climate. Dairy in Thailand comes from 2 main sources: raw milk is sourced from cooperatives and milk collection centers. The cooperatives, set up by small dairy farmers with an average of 15-20 lactating cows per farm, then supply the daily milk requirements to the co-operatives, and some cooperatives are manufacturers of milk products. The milk cooperatives are managed by the Dairy Farming Promotion Organization (DPO), a state enterprise tasked with promoting, supporting, and developing the growth of the industry. Some cooperatives only treat milk for direct consumption, while some also engage in the processing of milk products such as flavored milk and produce yogurt and cheese. Moreover, one of the examples of industry development is the school milk project, established by the Cabinet in 1985 following farmers' protests in 1984 over unsold milk. The project was later expanded, and today all children in public schools are provided with 200ml of free milk each day. This project was intended to support the Thai dairy industry and increase Thai milk consumption per capita. However, despite such government initiatives, the dairy industry lacks information and understanding about supply chain collaboration. Understanding important factors or variables that lead to the success of supply chain collaboration can help Thailand's dairy farmers and industry achieve sustainability in the world trade environment.

Supply chain collaboration and supply chain management have been successfully implemented by many industries to varying degrees. Akintoye et al. (2000) surveyed supply chain collaboration and management by the leading construction industry contractors in the United Kingdom (Akintoye et al.: 2000, pp. 159-168). They found some awareness of supply chain collaboration and management; however, it was not high. Moreover, Aristides et al. (2007) showed that supply chain collaboration is critical for the agri-food industry; however, there were some constraints to the implementation of supply chain collaboration due to the nature of products in the industry and the specific structure of the segment. Supply chain collaboration also has a critical impact on business success, as identified by Ramanathan and Gunasekaran (2014). They studied the impact of supply chain collaboration on long-term partnerships in the textile industry, demonstrating its effect on the success of supply chain activities. Moreover, collaboration in the execution of supply chain planning also leads to wider collaboration in the future. Barratt (2004) reported that, although supply chain collaboration is known to be very difficult to implement, it still has a high potential to deliver a significant improvement to the business, organization, or industry performances. Barratt (2004) also showed the scope of both vertical and horizontal supply chain collaboration [see table 2, below]. Furthermore, the literature review and future research agenda by Chen et al. (2017) regarding supply chain collaboration for sustainability identified numerous areas of implementation. These can be classified into five groups to measure supply chain sustainability as follows: collaboration with suppliers, customers, competitors, other organizations, and internal collaboration. They also demonstrated a model of supply chain collaboration for sustainability, confirming that collaboration in the supply chain leads to business success (Barratt: 2004; Chen et al.: 2017, pp. 73-87).

However, for the dairy industry, it is obviously showing a lack of information and understanding about supply chain collaboration. Understanding important factors or variables that lead to the success of supply chain collaboration and can help Thai dairy farmers and industry to be sustained in the world trade environment.



## Research questions

There are many important factors that impact supply chain collaboration. In this study, the question is: what factors in supply chain collaboration lead to industry success?

## Research Objectives

This study aims to achieve a conceptual framework on supply chain collaboration in Thailand's dairy industry.

## LITERATURE REVIEW

Supply chain collaboration is involved in many industries, including electronics, commodities goods, and automobiles, for instance. Table 1 summarises the various definitions of supply chain collaboration.

### Definitions

**Table (1).** Definitions of Supply Chain Collaboration.

Authors	Definition
(Horvath: 2001)	Supply chain collaboration is the driving force of effective supply chain management among all parties in the value chain, whatever their size, function, or relative position
(Simatupang & Sridharan: 2002, pp. 15-30)	Two or more autonomous firms working together to plan and execute supply chain activities
(Wood & Gray: 1991, pp. 139-162)	Collaboration occurs when a group of autonomous stakeholders of a problem domain engages in an interactive process, using shared rules, norms, and structures, to act or decide on issues related to that domain
(Skjoett-Larsen, et al.: 2003)	Two or more parties in the supply chain jointly plan several promotional activities and work out synchronized forecasts, based on which the production and replenishment processes are determined
(Cohen & Roussel: 2013)	Companies within the supply chain work together toward mutual objectives through the sharing of ideas, information, knowledge, risks, and rewards
(Simatupang & Sridharan: 2008)	The process of working together among independent firms (two or more companies) along a supply chain in delivering products to end customers for the basic purpose of optimizing long-range profit for all chain members and creating a competitive advantage

## Review of factors

To identify the key factors that lead to successful supply chain collaboration, data was collected from 44 supply chain collaboration studies. This identified 95 variables leading to supply chain collaboration success in many industries, as shown in Table 2 below. However, in milk and related products, studies of supply chain collaboration are more limited.

**Table (2).** Important Factors for Supply Chain Collaboration.

<b>Factors</b>	<b>Authors</b>
Adaptation	(Dania et al.: 2018, pp. 851-864)
Alliance or conflict resolution	(Kumar & Banerjee: 2012)
Business objective (financial/operational)	(Ramanathan & Gunasekaran: 2014, pp. 252-259; Ramanathan et al.: 2011)
Collaboration with competitors, collaborative capacity sharing	(Chen, et al.: 2017, pp. 73-87)
Collaboration with other organizations	(Chen, et al.: 2017, pp. 73-87)
Collaborative performance system	(Simatupang & Sridharan: 2004; Simatupang & Sridharan: 2007, pp. 304-323)
Commitment	(Banomyong: 2018; Dania, et al.: 2018, pp. 851-864; Kumar & Banerjee: 2012)
Communicating/communication and understanding	(Barratt: 2004; Cao & Zhang: 2011, pp. 163-180; Chen et al.: 2017, pp. 73-87; Kumar & Banerjee: 2012; Soosay, et al.: 2008)
Continuous improvement	(Dania et al.: 2018, pp. 851-864)
Cost reduction/cost	(Banchuen et al: 2017, pp. 109-121; Ramanathan: 2013, pp. 431-440)
Cross-functional collaboration - activities/ team	( Barratt: 2004; Chen et al.: 2017, pp. 73-87)
Customer structural collaboration	(Chen et al.: 2017, pp. 73-87; Vereecke & Muylle: 2006)
Decision synchronization - decision sharing	(Banomyong: 2018; Barratt: 2004; Simatupang & Sridharan: 2004; Simatupang & Sridharan: 2007, pp. 304-323; Cao & Zhang: 2011, pp. 163-180; Chen et al.: 2017, pp. 73-87; Ramanathan et al.: 2011; Ramanathan & Gunasekaran: 2013, pp. 431-440)
Delivery/delivery schedules	(Banchuen, et al.: 2017, pp. 109-121; Ramanathan & Gunasekaran: 2013, pp. 431-440; Ramanathan et al.: 2011; Nagashima et al.: 2015)
Degree of collaboration	(Ramanathan Ramanathan: 2014, pp. 252-259)
Demand forecast accuracy/forecast accuracy	(Kumar & Banerjee: 2012; Nagashima et al.: 2015; Nakano: 2009, Ramanathan: 2013, pp. 431-440)
Determining rewards and taking corrective action/evaluation and reward system	(Kumar & Banerjee: 2012)
Environmental collaboration	(Vachon & Klassen : 2008, pp. 299-315)
External collaboration	(Stank, et al.: 2001, pp. 29-48)
Feedback for Improvement (products and services)	(Kumar & Banerjee: 2012; Ramanathan et al.: 2011)
Goal congruence	(Cao & Zhang: 2011, pp. 163-180)
Inventory improvement/inventory cost	(Kumar & Banerjee: 2012; Ramanathan et al., 2011)
Incentive alignment	(Simatupang & Sridharan: 2004; Simatupang & Sridharan: 2007, pp. 304-323; Kumar & Banerjee : 2012; Cao & Zhang:

	2011, pp. 163-180; Banomyong: 2018; Herczeg, et al.: 2018, pp. 1058-1067; Liao & Kuo: 2014, pp. 295-304)
Information exchange with customers and suppliers/access	( Barratt: 2004; Chen, et al.: 2017, pp. 73-87; Soosay et al.: 2008; Vereecke & Muylle: 2006)
Information quality	(Ramanathan et al.: 2011)
Information sharing	( Akintoye, et al.: 2000; pp. 159-168; Banomyong: 2018; Cao & Zhang: 2011, pp. 163-180; Fawcett, et al.: 2008, pp. 93-112; Liao & Kuo: 2014, pp. 295-304; Min, et al.: 2005; Ramanathan: 2013, pp. 431-440; Ramanathan: 2014, pp. 210-220; Ramanathan, et al.: 2011; Simatupang & Sridharan: 2002, pp. 15-30; Simatupang & Sridharan: 2004; Simatupang & Sridharan: 2007, pp. 304-323; Soosay, et al.: 2008)
Infrastructure integration	(Chen, et al.: 2017, pp. 73-87)
Maintaining standardized operations	(Soosay et al.: 2008)
Innovation/innovative supply chain processes	(Simatupang & Sridharan: 2008; Cao & Zhang: 2010, pp. 358-367)
Integrated information systems/information technology	(Akintoye, et al: 2000, pp. 159-168; Aschemann-Witzel, et al.: 2017, pp. 33-45; Herczeg, et al.: 2018, pp. 1058-1067)
Integrated supply chain processes	(Simatupang & Sridharan :2007, pp. 304-323; Chen, et al.: 2017, pp. 73-87)
Intelligence gathering and analysis	(Horvath: 2001)
Internal collaborative forecasting and planning	(Stank, et al.: 2001, pp. 29-48)
Interorganizational systems	(Cao & Zhang: 2018, pp. 146-157 )
Investment/joint investment	(Ramanathan et al.: 2011; Ramanathan & Gunasekaran, 2013, pp. 431-440; Soosay et al.: 2008)
Joint business planning	(Akintoye, et al.: 2000, pp. 159-168; Cao & Zhang: 2010, pp. 358-367; Chen et al.: 2017, pp. 73-87; Min et al.: 2005; Ramanathan: 2013, pp. 431-440; Soosay et al.: 2008)
Joint efforts	(Dania et al.: 2018, pp. 851-864)
Joint organizational learning	(Kumar & Banerjee : 2012)
Joint performance measurement	(Min et al.: 2005)
Joint problem solving	( Min et al.: 2005)
Joint production	(Chen, et al.: 2017, pp. 73-87)
Joint teamwork	(Ramanathan & Gunasekaran: 2013, pp. 431-440)
Knowledge transfer and integration	( Kumar & Banerjee : 2012; Cao & Zhang, 2011, pp. 163-180; Herczeg, et al.: 2018, pp. 1058-1067; Soosay et al.: 2008)
Leveraging resources and skills	( Min et al.: 2005)
Logistical and technological integration	(Chen, et al.: 2017, pp. 73-87; Herczeg, et al.: 2018, pp. 1058-1067)
Loyalty	(Kumar & Banerjee: 2012)
Material requirement planning	(Kumar & Banerjee: 2012)
Measuring the contribution of partners	(Kumar & Banerjee: 2012)
Monitoring by customer	(Chen, et al.: 2017, pp. 73-87)
Mutual shared interest/benefit/risks and rewards	(Akintoye, et al.: 2000, pp. 159-168; Barratt: 2004; Kumar & Banerjee: 2012; Chen, et al.: 2017, pp. 73-87)

New electronic commerce capability	(Horvath: 2001)
New product development	(Kumar & Banerjee: 2012)
Offering flexibility	(Banchuen, et al.: 2017, pp. 109-121; Cao & Zhang, 2010, pp. 358-367)
On-time production	(Ramanathan et al.: 2011)
Outsourcing	(Huang et al.: 2015, pp. 23-29)
People management and development	(Akintoye, et al.: 2000, pp. 159-168; Fawcett et al.: 2008, pp. 93-112)
Performance measurement	(Fawcett, et al.: 2008, pp. 93-112)
Plan changing	(Ramanathan & Gunasekaran: 2013, pp. 431-440)
Planning and controlling product design	(Ramanathan & Gunasekaran: 2013, pp. 431-440)
Planning promotion	(Ramanathan & Gunasekaran: 2013, pp. 431-440)
Planning sharing replenishment	(Ramanathan & Gunasekaran: 2013, pp. 431-440)
Power	(Dania et al.: 2018, pp. 851-864)
Price	(Kumar & Banerjee: 2012; Ramanathan & Gunasekaran: 2013, pp. 431-440)
Prioritizing goals and objectives	(Kumar & Banerjee: 2012)
Process efficiency	(Cao & Zhang: 2010, pp. 358-367)
Process and system integration/process management	(Barratt: 2004; Chen, et al.: 2017, pp. 73-87; Soosay et al.: 2008; Horvath: 2001; Dania et al.: 2018, pp. 851-864)
Processes	(Ramanathan: 2014, pp. 210-220)
Product promotion	(Kumar & Banerjee: 2012)
Production and delivery systems	(Herczeg et al.: 2018, pp. 1058-1067)
Purchasing	(Kumar & Banerjee: 2012)
Quality	(Banchuen, et al.: 2017, pp. 109-121; Cao & Zhang: 2010, pp. 358-367)
Redistribution	(Aschemann-Witzel, et al.: 2017, pp. 33-45)
Relationship management and trust-building	(Fawcett, et al.: 2008, pp. 93-112; Chen et al.: 2017, pp. 73-87)
Reliability of supply	(Akintoye, et al.: 2000, pp. 159-168)
Resource sharing	(Ramanathan & Gunasekaran: 2013, pp. 431-440; Cao & Zhang: 2011, pp. 163-180)
Retail and supply chain alteration initiatives	(Aschemann-Witzel, et al.: 2017, pp. 33-45)
Supply chain mapping and role definition	(Fawcett, et al.: 2008, pp. 93-112)
Security capability	(Horvath: 2001)
Shared supply chain processes	(Simatupang & Sridharan: 2004)
Sharing responsibility for product recovery	(Chen et al.: 2017, pp. 73-87; Wegener & Fabrigar: 2012)
Stability	(Dania et al.: 2018, pp. 851-864)
Strategic project definition	(Herczeg et al.: 2018, pp. 1058-1067)
Structural coordination with suppliers	(Vereecke & Muylle: 2006)
Supplier collaboration	(Chen, et al.: 2017, pp. 73-87; Ramanathan et al.: 2011; Vereecke & Muylle: 2006)

Supplier development (e.g., training, support)	(Chen, et al.: 2017, pp. 73-87)
Supplier integration	(Chen, et al.: 2017, pp. 73-87)
Supplier involvement (e.g., product development)	(Chen, et al.: 2017, pp. 73-87)
Supplier monitoring	(Chen, et al.: 2017, pp. 73-87)
Supply chain capabilities	(Liao & Kuo: 2014, pp. 295-304)
Supply chain collaboration exchanges	(Horvath: 2001)
Supply chain metrics	(Barratt: 2004)
Supply-demand agreements	(Herczeg et al.: 2018, pp. 1058-1067)
Technology	(Kumar & Banerjee: 2012)
Top management support	(Akintoye, et al.: 2000, pp. 159-168)
Trust	(Akintoye, et al.: 2000, pp. 159-168; Banomyong: 2018; Barratt: 2004; Chen et al.: 2017, pp. 73-87; Dania et al.: 2018, pp. 851-864)

## METHODOLOGY

### Population and Sample

Dairy co-operatives, the Dairy Farming Promotion Organization of Thailand (D.P.O.), and dairy farmers are key stakeholders of the industry. From a department of livestock report, there are 187 standard co-operatives and milk collecting centers in Thailand.

Samples are separated into two groups, corresponding with the two elements of this study (expert interviews and pilot group), as follows:

1. Expert interviews: heads of dairy co-operative communities and dairy co-operatives.
2. Pilot study: heads of dairy co-operatives, managers of the Dairy Farming Promotion Organization of Thailand (D.P.O.), academic experts such as veterinary school lecturers working in the dairy industry, Department of Livestock development officers, and veterinarians who are support dairy farms.

### Data Collection

#### Qualitative Evidence: Expert Interviews

Our literature review has identified more than 95 factors potentially affecting supply chain collaboration in general. The list was narrowed down following interviews with dairy industry experts. We identified the main experts in the industry and conducted interview sessions with them in 4 regions of Thailand: North-eastern, Eastern, Central, and Western. There were 11 interviews with industry experts, as shown in table 3.

**Table (3).** Experts Interviewed In Each Region.

Region	No. of experts interviewed
North-eastern	2
Eastern	5
Central	3
Western	1
Total	11

**Quantitative Evidence: Pilot Study**

A paper-based pilot group survey was conducted with managers of the Dairy Farming Promotion Organization of Thailand (D.P.O.); academics such as the Dean of Veterinary Science, Walailuck University and the Dean of Veterinary Science, Mahasarakarn University; officers of the Department of Livestock development; managers of large farms in the central region; and members of dairy co-operative communities from 4 regions: North-eastern, Eastern, Central, and Western. The survey was conducted in Nakorn Ratchasima, Chantha Buri, Prajeub Kirikun, and Saraburi provinces in October-December 2020, using the Likert-scale from 1-9 (least to most important). The pilot study had a sample size of 64.

**Analysis**

**Expert Interviews**

1. The index of item-objective congruence, developed by Rovinelli and Hambleton (1977), is a process by which content experts rate individuals an evaluation using the index of item-objective congruence items based on the degree to which they measure specific objectives listed by the researchers.
2. In the interview for rating, each content expert will evaluate the item with a rating of 1 (for clearly measuring or clearly related), -1 (clearly not measuring or not related), or 0 (the degree to which it measures the content area is unclear, or not sure) for each item. In the study, all 95 variables are suitable items to validate supply chain collaboration.

**Pilot Group**

1. Questionnaires from 64 respondents were gathered and tested for reliability statistics by Cronbach's Alpha to support the reliability of the variables.
2. Exploratory factor analysis was also used to test and explain the interrelationship of each variable and identify the construct of appreciation. Exploratory factor analysis is suitable for this purpose, as per Fabrigar and Wegener (2012) (Wegener & Fabrigar: 2012).

**RESULTS**

The index of item-objective congruence was conducted from 11 experts in Thailand's dairy industry. The results of the analysis are shown in table 4. There are 49 variables that are suitable to use for explaining supply chain collaboration in the dairy industry.

**Table (4).** The Index of Item-Objective Congruence Score for Supply Chain Collaboration Testing.

Level of IOC score	No. of variables
Variable with IOC score = 1	37
Variable with IOC score > 0.7 - < 1	7
Variable with IOC score > 0.6 - < 0.7	5
Variable with IOC score > 0.5 - < 0.6	0
Variable with IOC score < 0.5	46
Total variables	95

Outcomes from expert interviews: the 49 variables were reliability tested with the 64 pilot group samples. The results show that the 49 variables are suitable to explain supply chain collaboration with the Cronbach's Alpha score = 0.954.

Exploratory factor analysis was conducted to understand and identify the constructs from this pilot group. The extraction method was principal axis factoring with rotation method by direct noblemen. The extraction from dimension reduction shows nine constructs extracted. Finally, the 49 variables were refined to 32.

From the test, the Kaiser-Meyer-Olkin measure of sampling adequacy score was 0.541, confirming that the data from the samples were appropriate to be used.

Moreover, 32 variables contributed 84.856%, showing that the quality of the result can be accepted.

**Table (5).** Constructs Developed From Pilot Group Study.

<b>Performances and commitment</b>	Collaborative performance system
	Commitment
	Continuous Improvement
	Delivery schedules
	Maintain operations
<b>Processes</b>	Innovation Innovative supply chain processes
	Integrated information systems Information technology
	Shared supply chain processes
	Sharing responsibility for product recovery
<b>Measurement and evaluation</b>	Mutual sharing interest benefit risks and rewards
	Supply chain metrics
<b>Strategies and direction</b>	Power
	Purchasing
	Stability
	Strategic project definition
	Technology
	Top management support
<b>Internal and external communication</b>	Alliance or conflict resolution
	Demand forecast accuracy forecast accuracy
	Environmental collaboration
	Information sharing
<b>Long term business</b>	Joint problem solving
	Loyalty
	Price
	Quality
<b>Operations</b>	Joint production
	Joint teamwork
	Supply chain collaboration exchanges
<b>Cost reduction</b>	Cost reduction cost

<b>Learning and knowledge</b>	Joint organizational learning
	Knowledge transfer and integration
	Prioritizing goals and objectives

## CONCLUSION

The study shows that the supply chain collaboration factors affecting Thailand's dairy industry constitute 32 variables with nine constructs.

**Table (6).** Comparison Supply Chain Collaboration Constructs.

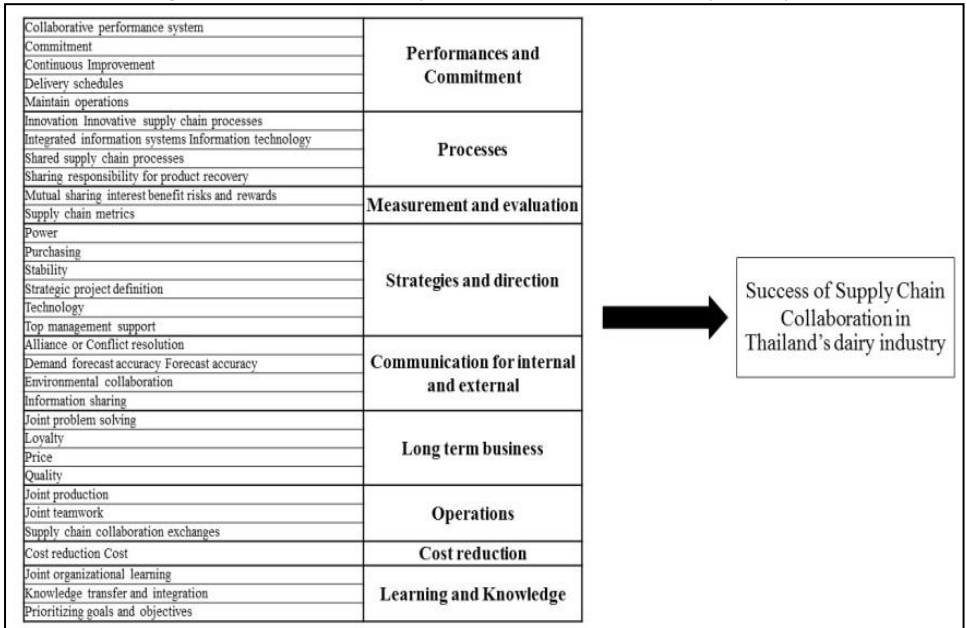
Authors	Supply chain collaboration constructs
(Chen, et al.: 2017, pp. 73-87)	Internal collaboration Collaboration with supplier Collaboration with customer Collaboration with competitors Collaboration with other organization
(Ramanathan & Gunasekaran: 2014, pp. 210-220)	Collaborative planning Collaborative execution Collaborative decision making
(Cao & Zhang: 2011, pp. 163-180)	Information sharing Goal congruence Decision synchronization Incentive alignment Resource sharing Collaborative communication Joint knowledge creation

As shown in figure 1, the developed framework identifies the key issues for Thailand's milk industry. In comparison with another study (Chen et al.: 2017, pp. 73-87), as seen in table 6, this framework can be explained more precisely in terms of activities rather than organizations or parties. On the other hand, Ramanathan and Gunasekaran (2014) and Cao and Zhang (2011) focused on activities within the same concept of this framework (Cao & Zhang: 2011, pp. 163-180).

Furthermore, Ramanathan and Gunasekaran (2014) presented a valuable overview of the collaborative framework to explain supply chain collaboration in general; however, the framework proposed herein is specific for the dairy industry. In addition, Cao and Zhang (2011) showed some alignment of the constructs affecting supply chain collaboration in Thailand's dairy industry, such as learning and knowledge and internal and external communication; however, the proposed framework is more specific in leading activities of supply chain collaboration.



**Figure 1.** Framework for Supply Chain Collaboration in The Dairy Industry.



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## **BIODATA**

**V. VAJIRABHOGA:** holds Master of Sciences (logistics and supply chain management program) from Chulalongkorn University, Master of Management from Mahidol University, and Doctor of veterinary Medicine from Chulalongkorn University. Currently, he is a Ph.D. candidate of Graduate School, Chulalongkorn University in logistics and supply chain management interdisciplinary programs. His fields of interest are Marketing and sale, Business development and market development, Business planning, Product management, Strategic management, Animal health management, Logistics and Supply Chain Management.

**K. SUTIWARTNARUEPUT:** holds Ph.D. and Master degree in Maritime Studies from University of Wales, D.M.S. in Shipping management from Plymouth Polytechnic in the UK, Bachelor and Master Degree in Management from Chulalongkorn University. Currently she is a professor of Faculty of Commerce and Accountancy, Thailand, and an advisor of logistics and supply chain management interdisciplinary programs. She is the founder, and former Director of logistics and supply chain management interdisciplinary programs from the beginning in 2009 to 2017.

**P. PORNCHAIWISESKUL:** holds a Ph.D. in Economics from University of Wisconsin, Madison, Wisconsin, USA. He is currently a member, and a lecturer of logistics and supply chain management interdisciplinary programs, Chulalongkorn University. He worked as an engineer in Electricity Generating Authority of Thailand and National Energy Administration, Thailand. Moreover, he was an instructor of Faculty of Economics, Chulalongkorn University. His areas of interest are energy economics, health economics and financial econometrics.

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### Zakat role in latrine program acceleration model in Karanganyar regency

*Papel del Zakat en el modelo de aceleración del programa de letrinas en la regencia de Karanganyar*

**SAMSI**

<https://orcid.org/0000-0001-9621-0720>  
samsids@gmail.com

Sebelas Maret University, Surakarta, Indonesia

**DARSONO**

<https://orcid.org/0000-0003-2347-640X>  
Darsono.uns.solo@gmail.com

Sebelas Maret University, Surakarta, Indonesia

**R. SETYOWATI**

<https://orcid.org/0000-0002-7660-296X>  
retnoo@yahoo.com

Sebelas Maret University, Surakarta, Indonesia

**S. ANANTANYU**

<https://orcid.org/0000-0003-4197-3581>  
Sap\_anan@staff.uns.ac.id

Sebelas Maret University, Surakarta, Indonesia

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#### ABSTRACT

This study aims to analyze the role of Zakat managed by Amil Zakat National Agency (BAZNAS) in assisting the acceleration of the latrine program in Karanganyar Regency. The research method used in this study was field research, with a qualitative approach, and the sample was BAZNAS. This study utilized documentation and interviews for data collection, which then were descriptively analyzed based on the zakat management program of Amil Zakat National Agency of Karanganyar. This study indicated that Zakat occupied a significant role in the latrine program acceleration

**Keywords:** Acceleration Model, Amil Zakat National Agency (BAZNAS), latrine program, Zakat

#### RESUMEN

Este estudio tiene como objetivo analizar el papel de Zakat administrado por la Agencia Nacional Amil Zakat (BAZNAS) en la asistencia a la aceleración del programa de letrinas en Karanganyar Regency. El método de investigación utilizado fue de campo, con enfoque cualitativo y la muestra fue BAZNAS. Se utilizó documentación y entrevistas para la recopilación de datos que luego se analizaron descriptivamente según el programa de gestión del Zakat de la Agencia Nacional Amil Zakat de Karanganyar. Se indicó que el Zakat ocupó un papel importante en la aceleración del programa de letrinas

**Palabras clave:** Modelo de aceleración, Agencia Nacional Amil Zakat (BAZNAS), programa de letrinas, Zakat

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## INTRODUCTION

Karanganyar Regency Government was successfully applying for the poverty reduction program, starting in 2012 with a total of 12.49% gradually decreasing by 10.01% in 2018. This indicated that Karanganyar's poverty rate was under the Central Java Province average rate of 11.32% (Statistik: 2018). However, this success was incompatible with public awareness of environmental health, especially those related to environmental sanitation. The latest data showed that there were still many open defecation practices, in which 12.40% of households remained practicing open defecation.

A poor sanitary creates negative impacts in many aspects of life such as decreased quality of community environment, polluted water springs, diseases, toddlers stunting, decreasing competitiveness of city image, and declining regional welfare. The World Health Organization (WHO) stated that of all deaths from poor quality of water and sanitation, diarrhea is the biggest impetus of death by 1,400,000 people per year. Thus, open defecation raises the need for sanitation solutions and mobilizes community movements (Pailis et al.: 2016, pp. 96-106).

To overcome such health problems, Karanganyar Regency Government had formulated a Community-Based Total Sanitation Program (STBM) with its first goal to work on Latrine Program for its Open Defecation Free target. This was a local Government commitment to support the national water and sanitation development program as per Presidential Regulation number 185 of 2014 concerning the Acceleration of Water Supply and Sanitation, as part of Indonesian Universal Access at the end of 2019, and, concurrently, as an effort to realize its 6th goal namely "Ensuring the availability and management of water and sustainable sanitation for all." This latrine program was targeted to completion in 2017, ahead of the national target in 2019. In addition, this program is urgent to implement since 2010s Basic Health Research (Rikesdas) recorded that 25% of people were using unhealthy latrines and 17.7% were still practicing open defecation.

Karanganyar Regency Government's Latrine Program was their main program to complete before 2019, thus accelerating the program was necessary. However, the government encountered several constraints, including limited access and funds of the Local Government Budget (APBD). They suffered several setbacks to service inequalities, as not all communities were qualified for fund assistance from the local government budget due to bureaucratic requirements such as land/building ownership status. Therefore, they needed to work with partner institutions for procurement and funding closely.

Provided with limitless potentials, Karanganyar BAZNAS (Amil Zakat National Agency of Karanganyar Regency), as non-structural government agency managing Zakat, Infak, and Shodaqoh (ZIS) with its good management system, became necessary to deeply involve and serve a leading role in accelerating the program.

Zakat is one effort to redistribute income and social welfare in Islam. It means *al-barakatu* (blessing), *al-name* (growth and development), *at-thaharatu* (holiness), *as-salahu* (impression), and praiseworthy (Purwanti: 2020, pp. 101-107).

Zakat is a normative amount of money or goods taken from assets of those meeting the condition of *muzakki's* (Muslims who oblige to pay zakat/donors) (Hayati & Putri: 2019, pp. 95-106).

The Stoner management model comprising its planning, organizing, actuating, and controlling are applicable to zakat management activities with the concept of socialization, collection, utilization, and supervision (Owoyemi: 2020).

Yacob et al. (Yacob et al.: 2013, pp. 42-61) contended that improvements in zakat management could be by increasing supervision, procedures, and collaboration of all stakeholders with a variety of programs to reduce poverty and optimize the receipts of zakat. Ibrahim (Ibrahim: 2015, pp. 437-441) showed the importance of active participation of intellectual groups, ruling elites, and institutional leaders in giving zakat for social welfare. Zakaria (Zakaria: 2014, pp. 160-165) concluded that zakat could eliminate poverty in Muslim countries, achieve desired justice in income distribution, play important roles in improving health and sanitation (Bahri et al.: 2020; Harun & Ab Rahman: 2021, pp. 298-306).

In addition to zakat management, numerous previous researches have tended to mainly focus on zakat's role and function in eradicating poverty and increasing individual income. Nevertheless, it appears far less

common than they investigated zakat management and its role in supporting latrine programs as this study did. This study aims to describe Karanganyar BAZNAS zakat management, to examine zakat's role in accelerating the latrine program, and to identify the applicable model in realizing the latrine program acceleration.

## **LITERATURE REVIEW**

### **Poverty Criteria**

In general, economists argue that a person's level of welfare is reflected in his/her level of consumption. One of the most valid generalizations about the poor is that they generally live in rural areas, with their main livelihood in agriculture and other activities that are closely related to the sector of the traditional economy. Mubyarto defined poverty as a situation of all shortages of the population manifested in low income, caused by low skills, productivity and income, weak production, and limited opportunities to participate in development. Additionally, the low income of the poor leads to low productivity and increases their dependency burden in the community.

The World Bank and the UNDP (United Nations Development Program) stated that poverty comprises aspects such as basic needs, self-determined lifestyles, choices, assets, capabilities, social inclusion, inequality, human rights, housing, vulnerability, empowerment, and subjective well-being. Midgley (Midgley et al.: 2009) argued that poverty is a condition of deprivation in which some matters and social conditions could make individuals live below the adequate standard of living or the condition of individuals experiencing relative deprivation in which a person feels dissatisfaction or a subjective gap when his or her condition and groups are compared to other groups or other individuals in society.

### **Corporate Social Responsibility (CSR)**

The definition of Corporate Social Responsibility most frequently used today is, as stated by Carroll (Carroll: 1998, pp. 1-7), that business organizations need to pay attention to four strategic areas of responsibility in economic, legal, philanthropic, and ethical fields. According to the World Business Council for Sustainable Development, CSR is a continuous commitment from business people to behave ethically and contribute to economic development while improving the quality of life for employees and their families, as well as local communities and the wider community in general. Gibson et al. (Gibson & Ivancevich: 2012) argued that CSR is no longer seen as a cost to spend, yet a profit in the future closely related to the responsibility of a company's activity. This is due to the fact that in the context of doing business, a company is inseparable from the surrounding community. For a business organization, implementing CSR exerts a positive impact on its business continuity. Pringle and Thomson (Pringle & Thompson: 1999) stated that connecting a company or a brand with a relevant charity can produce a "spirit of the brand."

In a brief implementation, CSR is grouped into four forms (Wahyudi & Azheri: 2008). They are (1) Good management of work environment, including the provision of a safe and comfortable environment, a proper compensation system and attention to the welfare of employees and their families; (2) Partnership between the company and the community, especially local communities; (3) Environmental sustainability; and (4) Social investment which is often narrowly defined as a corporate charity.

Visser et al. (Visser et al.: 2010) added that managers of business organizations have four responsibilities, including Economic Responsibility (i.e., producing valuable goods and services for society), Legal Responsibility (i.e., the company is expected to obey the law determined by the government), Ethical Responsibility (i.e., the company is expected to follow general beliefs about how people should act in a society), and Freedom of Choice Responsibilities (responsibilities assumed to be voluntary).

## Zakat

Etymologically, zakat comes from the word "zakat," which means holy, good, blessing, growing, and developing. Contextually, it refers to an effort to purify oneself from miserliness and sin and to nourish merits through the expenditure of personal assets for the needy. This amount of property out from someone's wealth is called zakat. It is believed that it will increase in number, make it more meaningful, and protect the wealth from destruction. It is a number of assets issued from certain types of assets and handed over to people who are entitled to receive them on predetermined conditions.

It has been legally provisioned in Law Number 23 of 2011 concerning the management of zakat. To bolster the law, the government has accommodated the settlement of Amil Zakat National Agency, Amil Zakat Regional Agency, and other private agencies, including Dompot Dhuafa, Rumah Zakat, and LAZIZ. Being a major population in Indonesia, Muslims have limitless potentials to unlock (Abdoeh: 2019, pp. 143-157). This significant measure enables the collected zakat to bear down on wider communities and allows dreams to alleviate poverty and help people get a decent life are obvious to realize in no time (Azani & Basri: 2018, pp. 12049-12055; Jannah et al.: 2020, pp. 869-875).

Moreover, Abdullah and Suhaib (Abdullah & Suhaib: 2011, pp. 85-91), analyzing several influencing factors of preferences for a tax deduction in Indonesia, argued that trust and motivation have a positive and significant effect on preferences for zakat as a tax deduction. This motivation highly influenced respondents to pay zakat, while age, education, and income level have a positive relationship with the ability to pay zakat (Khasandy & Badruddin: 2019; Suprayitno: 2020, pp. 1-7).

Research conducted by Yaacob et al. (Yaacob et al.: 2013, pp. 42-61) examining zakat management in the Johor region on its distribution of zakat receipts through the involvement of social development programs argued that zakat management could effectively run if there is participation from the community by active involvement in various social development programs. Abdelbaki (Abdelbaki: 2013, pp. 1-12), conducting a study to examine the effect of zakat on poverty alleviation and income inequality in Bahrain, concluded that zakat could reduce poverty in Muslim countries and increase income distribution, thus requiring regulations for zakat collection from different sectors, organizations, institutions, and individuals.

## METHODOLOGY

This study is describing research variables of a dynamically interacting social problems. Therefore, the researcher opted to use a qualitative approach method to recognize clear patterns of social interactions through in-depth interviews. Moleong (Moleong: 2010) explained that qualitative research methods are to holistically figure out the phenomena experienced by research subjects such as behavior, perception, motivation, and action by means of descriptions in words and language on a special and natural context by making use of various natural methods.

This research is a qualitative case study, selecting one or more social events or symptoms to examine by applying a cluster of research methods. A case study is research examining intensively or in-depth one member of the target group such as latrine program beneficiaries in an object of research. Through this strategy, researchers could scrutinize the latrine program with a pattern of cooperation among Karanganyar Regency Government, Karanganyar BAZNAS, and Bank Jateng CSR. However, due to limited time, the researchers simply gathered complete information and data using various methods based on a predetermined time.

This research was conducted at Karanganyar BAZNAS, which has been established in January 1993. The agency has been active in collecting, utilizing, and distributing ZIS (Zakat, Infaq, Shodaqah). It is the largest ZIS fund collector nationally for the Regency/City level, with substantial numbers of donors scattered in various regions in the Regency. Additionally, in collaboration with Karanganyar Regency Government and Bank Jateng CSR, it has excellently designed a program to change negative attitudes and behaviors of the community in the



open defecating through the latrine program and distributing private latrine assistance for the needy.

This research was conducted from August 2017 to August 2019. This study population was deliberately chosen from all people in Karanganyar Regency who remained practicing open defecation and received latrine procurement services from the government, heads of Karanganyar BAZNAS, and Heads of Bank Jateng CSR, with a total of 100 people as the sample.

### **Data Collection Technique**

The data used in this study are primary and secondary data. The secondary data were obtained through literature studies on reports and documents related to research topics. The primary data were obtained by observation, interview, and FGD (Focus Group Discussion). The samples were obtained by purposive sampling, based on certain considerations, for the research needs. The selected informants were individuals able to provide the required data and information, such as STBM Workgroup members, Community Latrine Program Teams, Heads of Karanganyar BAZNAS, Heads of Bank Jateng CSR managers, zakat donors, and beneficiaries.

### **Data Validation**

Data validity is crucial to determine the research result's degree of trust. Therefore, it is necessary to confirm the data validity so that research results can be accounted for (Moleong: 2010).

In general, the steps taken in maintaining and increasing credibility in qualitative studies are extending the participation of researchers in research and triangulation settings.

Given the importance of finding methods for implementing qualitative research on Karanganyar BAZNAS management performance in empowerment through the latrine program, determining data sources, and collecting data for the in-depth analysis, the validity of the data must be verifiable. This study made use of two triangulation techniques in the data collection. They are:

#### **(1) Technical Triangulation**

According to Sugiyono (Sugiyono: 2008), technical triangulation is that researchers use different data collection techniques to obtain data from the same data source. In practice, we observed, interviewed, asked for documents, and took notes in the field. Afterward, the data were compiled and reconfirmed to the main source regarding both authenticity and correctness.

#### **(2) Source Triangulation**

Source triangulation is to get data from different sources with the same technique. We directly visited different resource persons and conducted in-depth interviews about (1) their participation in the latrine program, (2) the effectiveness of Karanganyar BAZNAS management and the effectiveness of government policies with the involvement of Bank Jateng CSR, (3) Latrine Program beneficiaries' responds, (4) community empowerment implemented through Karanganyar BAZNAS, and (5) community empowerment model applied in the program. Additionally, the interview inquired beneficiaries' participation level, and the results were confirmed with the main sources or those directly involved in handling the program, which was then documented in voice recordings, pictures, tables, lists, and statements.

### **Data Analysis Technique**

This study used qualitative analysis techniques to produce a comprehensive model of the Karanganyar BAZNAS management model in community empowerment. The stages of qualitative analysis used in this study are as follows:

(1) Data Collection

The researchers collected data at the research location (Karanganyar BAZNAS office and other Government Offices) to obtain complete information and data by observation, interviews, and document tracking.

(2) Data Reduction

The researchers selected, focused, abstracted, and transformed the whole data in the direct field and continued it after the data were collected. Thus, data reduction was carried out since the researcher focused on areas in Karanganyar BAZNAS, Karanganyar Regency, and other related objects.

(3) Data Presentation

The researchers organized information that allows this research to carry out. The data presented were obtained from various types of networks, activity linkages, or implementation of tasks and functions in the program.

(4) Conclusion Drawing

Subsequently, the researchers needed to know the response upon research objects in the field by compiling patterns of beneficiaries' behavior and community participation.

**RESULTS**

The researchers had carried out in-depth interviews with stakeholders, documentation, and observations in 17 districts comprising 162 villages and 15 sub-districts. We highlighted that the cooperation existing among various parties facilitates the sustainability and acceleration of the program, particularly the community, as the main target. One indicator of the success of the program is a change in the positive attitude of the target. It implies the perceived benefits and achievement of the objectives. Table 1 shows how the community behaves towards the latrine program in Karanganyar Regency.

**Table (1).** Community Behavior towards Latrine Program in Karanganyar Regency

No.	Community Behavior	Condition before 2014	The condition between 2015 – 2018
1	Practicing Open Defecation	8.8%	0%
2	Using Shared Latrines	12%	1.6%
3	Independently Building Private Latrines	181,740 Households	271,992 Households
4	Doing Independent Fecal Suction	227 Households	345 Households

Sources: Department of Health and Environment Office of Karanganyar Regency, September 2018 (processed).

Table 1 indicates that the program acceleration had managed to reach the target, as before 2019 it 100% completed working on one of the pillars of sanitation, namely Open Defecation Free, by the end of 2017. The practice of defecation significantly diminished from 8.8% to 0%. Those who used shared latrines decline by 10,4%, from 12% to 1.6%. Additionally, after the program, 90.252 more people independently made their own latrine, and 118 more households independently carried out scheduled fecal suction. However, further research on community behavior is necessary since this study highly focused on zakat management and its role in bringing about the program acceleration.

The interviews with five BAZNAS Heads, seven members of Local STBM Workgroup, Head of Bank of Jateng, and some informants (program beneficiaries) showed that out of 15 sub-districts 76% (2.229 households) had independently built their private latrines, and the rest (24% (704 households)) got the assistance from the Government, Karanganyar BAZNAS and Bank Jateng CSR. Out of 162 villages, 47% (6.763 households) had independently provided their private latrines, while 53% (7.627 households) got assistance from the Government, Karanganyar BAZNAS, and Bank Jateng CSR.

In addition to that, we found some people remained defecating outside (in open spaces) since they did not have their own latrines. Some were inconvenient to use their neighbor's shared latrines. Those (men) who smoking while defecating felt uncomfortable using their newly built latrines, although they fully realized that they should have put the assistance to good use. The 1,6% of the beneficiaries defecating in the rivers for their own reasons.

Karanganyar BAZNAS allocated their zakat fund to promote the latrine program and the provision of grant aid by collaborative coordination with the local Workgroups to achieve fair grant distribution to the respective targets. Table 2 shows zakat development and contribution to total sanitation in Karanganyar Regency.

**Table (2).** Zakat Development and Contribution Karanganyar Total Sanitation

No	Built Infrastructures/ Provided Service	Before 2014	After 2014			Total
			Government Fund	BAZNAS Fund	CSR Fund	
1	Communal Latrine	970 Households	2,006 Households	-	-	2,006 Households
2	Private Latrine	1,000 Households	6,365 Households	443 Households	523 Households	8,331 Households
3	Wellbore Sanitation	214 units	171 units	12 units	-	397 units
4	Fecal Suction Service	-	2,000 Households	1,700 Mosques	-	3,700 Households

Sources: Karanganyar Regency Health Office and Environment Office (September 2017)

Table 2 emphasizes Karanganyar consistency as the mediating facilitator between the government and the beneficiaries of the latrine program. It completely supported the program acceleration as during 2015-2018 provided private latrines for 6.37% (443 households). It built 12 wellbores or 7.02% of 171 wellbores built by the government. Additionally, it gave free fecal suction service for 1700 households/mosques or 85% of the government service.

Additionally, data compiled from the interviews and documentation highlighted several surprising findings of Karanganyar BAZNAS zakat management, zakat's role in the latrine program acceleration, and the applied model in realizing the program acceleration.

### **Karanganyar BAZNAS Zakat Management**

Interestingly, we found BAZNAS zakat collection and distribution for community empowerment were increasing over the years. In 2017 it collected IDR 13,260,551,131 exceeding the target of IDR 12,000,000,000 (110.50%), the highest in Central Java. It was proportionally distributed according to plans and approval upon annual coordination meeting with the distribution composition, (1) Karanganyar Peduli (Karanganyar Care) 25%; (2) Karanganyar Sehat (Healthy Karanganyar) 10%; (3) Karanganyar Pintar (Smart Karanganyar) 20%;

(4) Karanganyar Makmur (Prosperous Karanganyar) 10%; (5) Karanganyar Taqwa (Piteous Karanganyar) 35%; and (6) Operational funds 10% (see Table 3).

**Table (3).** Distribution Allocation (Percentage).

Allocation (%)	Program	Beneficiaries
26%	Karanganyar Peduli	The Poor, The Needy, The Debt-Ridden, The Wayfarer, New Converts
7%	Karanganyar Sehat	The Poor, The Needy, New Converts
14%	Karanganyar Pintar	The Poor, The Needy, New Converts, In The Cause Of God
16%	Karanganyar Makmur	The Poor, The Needy, New Converts, In The Cause Of God, The Wayfarer
37%	Karanganyar Taqwa	New Converts, In The Cause Of God

Source: BAZNAS Karanganyar Regency, Work Program, September 2016

BAZNAS program was synergic with the Karanganyar Regency Government program in their planning, organization, implementation, and control. BAZNAS program covered five fields with distribution structure, as shown in the table above. The tables confirm that BAZNAS programs of zakat management to accelerate the latrine program consistently has become its sustainable program.

The researchers used four indicators as Subarsono (2008) prescribed to assess the latrine program management since they could make a difference in how the latrine program may result. Table 4 shows the zakat management implementation process and its measurement on the latrine program.

**Table (4).** Matrix Analysis of Zakat Management Implementation in the Karanganyar Latrine Program

No Criteria	Analysis Results
1. <b>Communications</b>	<p>a. Karanganyar Regency established a community latrine program in 2017 along with Indonesia Universal Access to complete by 2019 through a joint commitment. The program was initiated by organizing teams of Local Workgroups.</p> <p>b. Local Workgroups of Regency, Districts, Villages/Subdistricts, and Hamlets began to socialize, collect data, verify, monitor, and report the signs of progress.</p> <p>c. Data of existing private latrines and prospective beneficiaries were collected.</p> <p>d. The awareness of clean conduct started to rise by maintaining existing private and communal latrines.</p>
2. <b>Resources</b>	<p>a. Field reports are verified in stages.</p> <p>b. Group and personal visits were carried out to have people (with good financial capabilities) independently make private toilets.</p> <p>c. The needy were given assistance.</p> <p>d. Alternative sources of funds from Local Government Budget, zakat funds, and Bank Jateng CSR were created.</p>
3. <b>Disposition</b>	<p>a. The Regent made a complete commitment to complete the 2017 Universal Access supported by BAZNAS, Bank Jateng CSR, and STBM Workgroups.</p> <p>b. The District Team in stages continued to coordinate the funding, develop the sanitation/latrine supply chain, and provide capacity-building support.</p> <p>c. Results and constraints in the field were reported.</p>

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- |                      |   |
|----------------------|---|
| <b>4. Structures</b> | a. Regulation   |
| <b>Bureaucracy</b>   | <ul style="list-style-type: none"><li>- Karanganyar Regent Decree Number, 440/529 of 2017 concerning the Establishment of Implementation Teams for Latrine Building Activities, sourced from Corporate Social Responsibility Funds</li><li>- Karanganyar Regent Decree Number 440/540 of 2017 concerning the Formation of Community-Based Total Sanitation Working Group and Karanganyar Regent Circular Number 440 / 1545.13 / III / 2015 mandating Heads of Districts and Sub-districts/Villages to strive to improve the achievement of ODF in their respective areas.</li></ul> |
|                      | b. Institutional: STBM Workgroup District Team, STBM Workgroup Sub-district Teams, Assistance Teams of Province, Regency, District and Sub-districts/Villages   |
|                      | c. Target: Providing access to adequate sanitation and achieving Open Defecation Free by 2017   |
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Source: Primary data analysis, 2018

The explanation of Subarsono's four criteria of good management are as follows:

1) Communication

Karanganyar BAZNAS's consistency of its zakat management was supported by Regent and all stakeholders in formulating a program with potential targets to exceed the national target achievement of Universal Access to sanitation and water by 2019. Karanganyar Regency was partial to accomplish the latrine program in 2017. This commitment and target were continually communicated to the teams in stages by scheduling outreach programs to encourage broader participation of all social levels. The preliminary data revealed maps of qualified beneficiaries and those who practiced open defecation. In terms of attitudes and behavior, the community had begun to have an increasing awareness of clean conduct.

2) Resources

The existing resources and potentials were optimally utilized. Under this criterion, several analysis tools were produced, including (1) regular outreach programs and community behavior mapping; and (2) group and personal approaches to the uncooperative and unreached communities. This field analysis found an interesting fact that the approach to financially stable urban people was more challenging to encourage their participation in the outreach programs due to their high level of prestige and a low sense of indifference.

3) Disposition

Karanganyar BAZNAS leaders orderly implemented excellent zakat management, as well as the Regent highly committed to accomplishing the Universal Access by 2017. Karanganyar BAZNAS, Bank Jateng, and STBM workgroups continually collaborated regarding the program's financial management by developing the latrine supply chain and providing capacity-building support to all institutions. The program was continually improved by monitoring the resulting progress and constraints in the field. The hierarchical order/disposition mechanism was properly implemented and evaluated to ensure the program manageable and achieve the targets by the end of 2017 for Open Defecation Free declaration.

4) Bureaucratic Structure

The implementation of zakat management through the empowerment of the latrine program continued to run, and all effectively function with:

a. Regulation

Legal products were issued as a work basis towards the end target Karanganyar Regency to declare Open Defecation Free in 2017.

b. Institutional

STBM Workgroup teams were established with their respective main duties and functions.

c. Implementation

One of the keys to the success of the program was at the implementation level by scheduled outreach activities, data collection, data verification schedule for the potential beneficiaries, and their data grouping.

d. Target

BAZNAS consistency and Regent's commitment to accomplish universal access by the end of 2017 was both a challenge and an opportunity. Given the available resources, high commitment, and good cooperation, the targets will certainly be realized.

e. Results

The latrine program showed outstanding results and was realized by the end of 2017 as Karanganyar Government completely achieved one pillar of sanitation by Open Defecation Free. The local government was able to realize sanitation development (private latrines) by 98.4%, exceeding the target of Central Java Province, which on average merely reached 90%. This augmented the success of zakat management through the latrine program as Karanganyar Regency Government got the 2019 Drinking Water and Environmental Health (AMPL) Award.

This research object has ontological value as all stakeholders collaborated and were involved in the program policy-making process. In addition to highly satisfied workgroup teams, the beneficiaries found the latrine program from zakat, Local Government Budget, and Bank Jateng CSR was helpful. The zakat donors (*muzakki*) sincerely believed that the agency properly disbursed and distributed their zakat in harmony with their work program and Islamic teachings. This one more time confirmed the critical role of zakat not only as a religious obligation but also as social protection.

### Zakat Role in Karanganyar Latrine Program Acceleration

According to Levinso and Soekanto (Soekanto: 2009), there are three types of zakat roles in supporting Karanganyar Latrine Program. Compiled data from interviews and the disclosure of data in the field confirmed those three beneficial roles. They are:

1. Active Role

Karanganyar BAZNAS, as an organization that collected and distributed zakat funds for the latrine program, has disbursed zakat funds for triggering/outreach programs, coordination, and direct assistance to beneficiaries for the development of healthy latrines. BAZNAS management directly involved in the establishment of workgroups, triggering, and home visits reaffirmed the importance of the active zakat role.

2. Participatory Role

Karanganyar BAZNAS periodically participated in activities beyond the local workgroup's schedule, such as during natural disasters (by building/repairing resident houses/latrines) and other circumstances demanding urgent financial assistance.

3. Passive Role

Karanganyar BAZNAS passively occupies a vital role in the distribution of zakat when the beneficiaries and other community members are in need of emergency assistance due to their survival or health (e.g., free fecal suction for poor families, communal latrines, mosque, and school latrines).

These all emphasize zakat mediating position and role, enabling social-oriented programs, such as Karanganyar Latrine Program, were right on target. For Karanganyar Regency Government, the zakat agency played as the bridge addressing disparities in the latrine program service gap. It assured all the program beneficiaries get assistance without convoluted procedures. In addition, Bank Jateng expressed their satisfaction as they were actively involved in ascertaining their CSR programs achieve desired targets. This has fostered donors' trust since their zakat had been properly managed. Ontologically, understanding the role of Karanganyar BAZNAS in the latrine program grows the value of "who does what," developing harmonious relationships among donors, zakat agency, local Government, Bank Jateng, and beneficiaries.

With its constructive roles, on 12 November 2017, together with the 100<sup>th</sup> anniversary of the Karanganyar Regency, "Open Defecation Free" was declared. In 2019, Karanganyar Regency Government rolled out 2,000 free fecal suction services targeting the poor, while Karanganyar BAZNAS provided the same service for 1,700 mosques. This program became a model and was under review to be a pilot program of the Indonesian Ministry of Health.

### **The Application of Triggering Model**

To achieve the universal access targets, there are several areas that must be proportionally synergized and integrated. One of them is that people's behavior should be intervened through a triggering program to grow their sense of need for proper sanitation.

In addition to developing a collaborative model, Karanganyar Regency Government applied a triggering model to achieve the target as well as to change the behavior of the community practicing open defecation. Ir. Santoso, Head of Waste Management and Capacity Development of Karanganyar Environment Office, said,

Gerakan secara menyeluruh akses STBM di Kabupaten Karanganyar dengan melibatkan semua instansi terkait ada peran BAZNAS dan peran CSR. Cara kerja bareng sangat guyub yang lewat sosialisasi dan pemecuan terprogram, terkoordinasi, motivasi warga untuk merubah sikap perilaku cukup baik dan efektif.

[Karanganyar STBM, BAZNAS, and Bank Jateng CSR has occupied their leading role in their collaborative and thorough movement. The way they harmoniously cooperated through well-coordinated outreach and triggering programs could successfully motivate the community and effectively change their behavior.] (Santoso, personal communication, May 13, 2019).

### **DISCUSSION**

Triggering is creating a state or condition as a stimulus to initiate a reaction. AS for Community-Based Total Sanitation (STBM) approach, triggering is carried out by skilled facilitators to trigger people's profound emotions against the habit of open defecation. This could generate their demand for comprehensive solutions to sanitation problems as well as mobilize community movements.

Karanganyar Regency Government applied such triggering model in collaboration with Karanganyar BAZNAS and Bank Jateng CSR to formulate institutional patterns, work platforms, and operational activities, including:

- a) Establishing of POKJA AMPL (Workgroup for Drinking Water and Environmental Sanitation),
- b) Establishing POKJA STBM of Karanganyar Regency,
- c) Letter of Karanganyar Regent No. 440 / 1545.13 / III / 2015, concerning the implementation of STBM,
- d) Regent Regulation No 80/2016 concerning Movement Towards Access to Total Sanitation,
- e) Declaring healthy life movement and initiating a triggering program,
- f) Validating data by name and address,
- g) Constructing facilities (communal and private latrines, wellbores), providing services, and supervision of fecal suction with State Budget, Local Government Budget, zakat funds, CSR funds, and or private contribution.

The success of raising funds, and accomplishing the latrine program, was followed by the achievements of the local Government to change the practice of open defecation. It is evident they could realize proper sanitation access by 98.4%, exceeding Central Java Province and the National target. This implies that the triggering model was able to bring changes in open defecation behavior from 8.8% before the program in 2014 to 0% after the program. Following its subsequent success, Karanganyar Regency was awarded the Sustainable Community-Based Total Sanitation Award from the Indonesian Ministry of Health.

## CONCLUSION

The research findings conclude that Karanganyar BAZNAS is able to implement excellent zakat management, ontologically creating a novelty value, namely the involvement of all stakeholders. The active collaboration could successfully assist the latrine program acceleration and exceed the provincial and national targets.

The consistency of the Karanganyar BAZNAS collaborative program strengthened the zakat mediating position and role in social-oriented programs. Ontologically, understanding the role of Karanganyar BAZNAS in the latrine program particularly grows the value of "who does what." This highly will develop a harmonious relationship among donors, zakat agency, local Government, Bank Jateng, and beneficiary communities.

Additionally, the notable success asserts triggering model excellence as it could contribute to eliminating the number of open defecation practices. On top of this, zakat, along with its agency's excellent management and synergistic collaboration of local government and other parties, is worth maintaining to address social issues.

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## **BIODATA**

**SAMSI:** Dr. Samsi is a civil servant for 33 years as the Regional Secretary of the Karanganyar Regency Government, retired January 2019 and is now a Lecturer at the University of Surakarta. He has been active as Chair of the Scout Kwarcab, Chairman of the Indonesian Inter-Population Radio (RAPI) Ketua KORPRI Karanganyar Regency. Chairman of the FISIP UNS Alumni. He is still serving as Chairman of the Indonesian Artist and Keroncong Association (HAMKRI), Chairman of the Mualaf House, Chair of the RADIO Swiba Supervisory Board, as BAZNAS Management, MUI Management Islamic Center Management, Indonesian Haji Brotherhood Association, and Karanganyar Regency PMI Management. He actively writes in international journals and proceedings. He also actively participated in many national Seminars and international seminars.

**DARSONO:** He actively teaches at the undergraduate, Masters and Doctoral levels at UNS for several courses such as International Economics, Macroeconomics, Microeconomics, Regional Planning, and Community Empowerment Program Planning. Besides that, he is also active in research activities and community service in the fields of food, regional economy, and socio-economic of agriculture. Active as a speaker in seminars until now. Writing papers in reputable national and international journals, also actively writing books. Reviewer of Productive Innovative Research (RISPRO) at the Education Fund Management Institute (LPDP) Ministry of Finance of the Republic of Indonesia. Reviewer of Journal of Agro Economics, Faculty of Agriculture, Universitas Gadjah Mada (UGM), and reviewer of national research from the Ministry of Education and Culture of the Republic of Indonesia. He has served as Head of the Center for Rural and Regional Research and Development of UNS, Chair of the UNS Community Research and Development Institute which initiated and designed the Research Group, UNS digital research system in the IRIS-113 system, UNS real work lecture. Former Deputy Rector of UNS. National Coordinator of Indonesian Higher Education Leaders for student affairs, Commissioner for Agricultural, Fisheries, Forestry and Animal Husbandry of Central Java Province, Member of the Strategic Environmental Assessment Team (KLHS) of the President's Office of the Republic of Indonesia, Chair of the Grobogan District Research Council, Chair of the Universitas Gadjah Mada Alumni Family (KAGAMA) Komcab Sukoharjo, and is currently the Rector at Universitas Muria Kudus (UMK).

**R. SETYOWATI:** Served as Head of the Population and Gender Research Center at the Sebelas Maret University Research and Community Service Institute. Become an Expert Team for Population at the Ministry of Home Affairs. As an expert team from the Central Java Province BKKBN for Population sector. As UNICEF Consultant for Child Protection. Served as Chair of the Surakarta Association of Practitioners and Demographers and Chair of the Surakarta City Indonesian Population Coalition. As a Student Organization Advisor: PIK (Information and counseling center) Eleven Meret University Students.

**S. ANANTANYU:** His career was started as a lecturer since 1994 and completing his doctoral education in 2009 at the Postgraduate School of Bogor Agricultural University. The field of study is in development communication with studies of farmer institutions. Currently, he is the head of at the Study Program of Development Extension / Community Empowerment. Apart from teaching and mentoring students at the undergraduate and postgraduate level, he is active in research activities and community service. The research carried out is related to agricultural extension, extension education, and community development. Various community empowerment activities are carried out, starting from designing empowerment policies, community empowerment practices, and becoming a competency assessor for the community empowerment facilitator (Fasilitator Pemberdayaan Masyarakat = FPM) profession. He is the secretary of the Association for the Study Program of Indonesian Extension Education, Development Communication, and Community Empowerment (APP-KPPMI).

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# Factors that affect the behavior of adolescents in Thailand due to the use of mobile phones in their daily life

*Factores que afectan el comportamiento de los adolescentes en Tailandia por el uso de teléfonos móviles en su vida diaria*

J. METTATHAMRONG

<http://orcid.org/0000-0003-2389-2155>

[Kkai6688@Gmail.com](mailto:Kkai6688@Gmail.com)

Rajamangala University of Technology, Thailand

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### ABSTRACT

This study aims to examine the structural validity of the mobile phone usage behaviors of the daily life of an adolescent in Thailand. The participants in this study were 400 adolescents. The data analysis techniques used exploratory factor analysis (EFA) and confirmatory factor analysis (CFA). The results of exploratory factor analysis were classified into seven groups of parameters: capacity, communication, social, education, commercial, aesthetic, and entertainment factors with mobile phone usage behaviors.

**Keywords:** Mobile phone, behavior, adolescent, EFA, CFA

### RESUMEN

Este estudio tiene como objetivo examinar la validez estructural de los comportamientos de uso de teléfonos móviles en la vida diaria de un adolescente en Tailandia. Los participantes de este estudio fueron 400 adolescentes. Las técnicas de análisis de datos utilizaron análisis factorial exploratorio (EFA) y análisis factorial confirmatorio (CFA). Los resultados del análisis factorial exploratorio se clasificaron en siete grupos de parámetros: capacidad, comunicación, factores sociales, educativos, comerciales, estéticos y de entretenimiento con comportamientos de uso de teléfonos móviles.

**Palabras clave:** Teléfono móvil, comportamiento, adolescente, EFA, CFA

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## **INTRODUCTION**

The existence of today's youth is highly dependent on technology and communication. Every day the human desires communication, information exchange, and innovation. Thus the Thai adolescent needs to acclimate to technology, especially current communication technology that they deem indispensable; mobile phones. The mobile phone is used for communication, entertainment, watching movies and playing games, studying by looking up information on the net. The current affordability of mobile phones has proliferated the usage seeing as the Thai adolescent can afford more than one phone. Against this background, the trend of using mobile phones over a period of 6 years 2009-2013 has risen from 34.8 million people (56.8 percent) to 46.4 million people (73.3 percent).

Several studies have found out the usage of mobile phones among adolescents as a medium for learning: such as learning vocabulary lessons, English vocabulary lessons, real-time classroom teaching with mobile devices, health and well-being shares to social network friends on Facebook. A mobile phone is rapidly becoming the communication device in adolescents for a gyroscope, microphone, GPS, and camera, and there are enabling the emergence of groups, personal and community, monitoring air or pollutants. A growing convergence of communication technologies and mobile phones has led to the tendency to text, video, play games, music, and graphics. The adolescent uses new technology styles to represent everything postmodern. The adolescent uses a mobile phone, cyber-worlds and new technology respond to their need for playing and entertainment. However, these media on mobile phones have impacted young people, since they spend a lot of time and use more internet in their work on mobile.

This study aims to analyze factors associated with the behaviors of the usage of mobile phones in Thai adolescents. Exploring the behaviors in an adolescent group: How do they use mobile phones and what the effect of the mobile phones usage behavior is this research aims to understand current behavior of adolescents that will be a remedy to the problems such as automobile accidents, mobile phone in study mode reduces the concentration in classrooms, addiction-like behavior, self-esteem (Hong et al.: 2012, pp. 2152-2159), Sleep quality (Liu et al.: 2017, pp. 108-114; Demrc et al.: 2015, pp. 85-92), Mental, physical and emotional problems.

## **LITERATURE REVIEW**

### **Adolescent behavior**

Adolescent behavior is young adults seeking social comparison and feedback, frequently using technology as a mobile phone, Facebook, and Instagram (Nesi et al.: 2017, pp. 12-19). Adolescents engage in familiar and peer relationships with mobile phones. Teens reportedly have access to mobile phones, with 92% of teens going online every day. The increasing usage of mobile phone technology has had an impact on adolescent behavior, such as social influence on the Attitude and Behavioral of Mobile phone Learning (Briz-Ponce et al.: 2017, pp. 612-620). Mobile phones are mainly used for adolescent communication, entertainment, and learning in the classroom. The behavioral intention is influencing to use of YouTube on a mobile phone that predicts perceive usefulness or behavioral satisfaction?. Adolescents use communication on social media to get a vast network of companions. Adolescents use social media as for positive intent of entertainment, comic social connection, while some adolescents are the exact opposite by sharing risky content, persecute in cyber (cyberbullying), self-denigrating by comparison to others (Radovic et al.: 2017, pp. 5-15). Some of the external behavior problems of adolescents use games online, or the internet for communication as molesting, dissoluteness, and some of the internal behavior problems are withdrawal and anxiousness.

### **Variations in mobile phone usage**

The variations of mobile devices and mobile applications are software architecture (Berrocal et al.: 2017, pp. 32-50) and innovative technology that has been a great impacted on the society of adolescents. Mobile device service increased value-added for a phone user to access the internet anytime and anywhere. The

internet retailing on a mobile phone reduces the time for searching product costs and a lower price product shopping online. The entertainment content on mobile phones impacts repurchase and direct effects on social value, emotional and monetary. Mobile advertisements affect customer's willingness on products and affect both industry's and consumer's dimensions. Mobile phone usage has been transacted to banking and financial services such as funds transfer, purchase ordinary shares, deposits, and withdrawals, among others. Mobile viewing habits are consumer behaviors that adopt mobile TV content interest (Leung & Chen: 2017, pp. 1638-1649). Mobile phone technologies encourage the learning process and help all users induct information for learning, and Mobile learning can be accounted for the evaluation of e-learning. Sharples (2007) presents the essentials for mobile learning as (i) All of the users participates in mobile technologies because the ascription of students shifting from one area to another (computer room, library, center hall, classroom, etc.); (ii) The apprehension of learning can initiate outside of formal settings; and (iii) it is processed for creating knowledge and skills through executing inside group or community (Sharples: 2007).

### **Adolescent daily life**

The lifestyle of an adolescent uses inevitable technology and mobile phone every day. There are numerous benefits of mobile phone usage and are precious for young people's lives. Mobile phones, the Internet, and computers are information and communication technologies that have enormously permuted adolescents' everyday life. So they have become a part of their lifestyle. Mobile phone functions such as multimedia, texting, movies, coordination, and internet usage support adolescents in judging a remedying relationship and friendship. They provide a framework of clarity to change the society that shifts towards personal communication in society, including symbolic of technology, coordination, and social network, public spaces, and mobile youth culture. The communication connects to online weblogs or blogs that are reflective in style and of everyday life. Blog authors apply blogs to create hearsays and reflect on adolescent and their lives.

The factor affecting mobile phone usage behaviors

The mobile phone is essential for humanity. Especially in the adolescent who is born to touch technology and can be said that was the sixth factor of human needs. The factor affecting the mobile phone usage behaviors consists:

The capacity of mobile phone usages such as mobile broadband service and mobile wireless networks is an important technology of a capacity. The operating system affects the marketing value and market power (Kuroda et al.: 2018, pp. 86-95). The capacity of fast movement and processing process is one of the capabilities of a mobile phone (Wu et al.: 2014). The fast processing speed for high-quality panoramic images on a mobile phone is necessary to use a mobile phone. And the fashion accessories are consumers' choice of mobile phone, especially in the adolescent group select the product's innovative features.

The Communication of mobile phone usage is communication with each other, such as communication with friends, parents, and relatives. Some scholars mentioned to many adolescents usage mobile phone to connected to their friends. College students use mobile phones to contact their family or members at home. Social and social online is one of the social structures, and young people enable a mobile phone to escape the demands of existing social structures. The fashion values are visible in mobile phone design and social networks, and applications have a direct impact on fashion or information about fashion to this device (Zhang & Juhlín: 2016, pp. 63-84). The mobile phone has become a person's social network or online social group (Kardos et al.: 2018, pp. 84-88)

Education on mobile phone users to access information and learning resources such as, An English-language blog has been used by texts in the Internet discourse that was data on the internet. The student perceives mobile phones as a tool for facilitating learning and teaching that uses a mobile phone to search for data.

The commercial is to transact via mobile phone such as mobile marketing that was transmitting messages or product advertising to customers via mobile devices. The trends of shopping online are becoming popular, and the interface quality of mobile apps on shopping online is important to purchase intention (Patel et al.: 2020,

pp. 300-309). And most people favor using mobile banking because it accesses convenience, transaction convenience, and benefit convenience (Jebrajakirthy & Shankar: 2021, pp. 102323-102325)

Aesthetics are emotional feeling, beauty, beauty from picture and music mania that college students are increasingly using mobile phones because it includes features such as cameras, video cameras, internet access, and many students have created video content and share it. Most adolescents use mobile phones on a daily basis for taking pictures, texting, play games, and so on. Mobile phones are used for listening to music on cycling behavior.

Entertainment on mobile phone apps is relaxation. The activities used to create relaxation for entertainment include: Film and television content were used on mobile phone devices- viewers and Mobile phone use may influence leisure of college students' behavior (Righy et al.: 2016, pp. 714-721; Lepp: 2014). Nowadays, digital games are designed for elderly users and to develop for rich virtual learning contexts.

## **METHODOLOGY**

### **Survey design**

The population in this research consisted of adolescents in Sakon Nakhon province Thailand, selected from each district. The designing sampling was stratified randomly by methodically going through Sakon Nakhon province to each of its 18 districts. The adolescent in this research was a young person who was developing into an adult or a young adult and stratified by the ages between 15-30 years. The number of sampling in each district used accidental sampling adolescents aged between 15-30 years for respondents. A sample of 400 respondents that used questionnaires as research tools, the questionnaires were tried out with 30 samples to measure reliability. The measuring of reliability was the Cronbach's Alpha that was statistically considered. The Value of Cronbach's Alpha was between .615 - .814. that the question items were very well.

### **Data analysis**

This research studies behavior of adolescents' usage of mobile phones. The variables concerned with mobile phone usage behaviors incorporated 26 variables were related to the behaviors of using mobile phones, as presented in Table 6; the 26 variables were used to construct the hypotheses and as standard parameters for the test group classification by the EFA method and CFA to confirm the model structure.

### **Factor analysis**

Factor analysis is a statistical method used to describe correlated variables, studying hypothetical constructs, used to search for observed variables or indicators, used for identifying variables groups observed, measured directly from the indicators. The operation research by the exploratory factor analysis for confirmatory factor analysis method to identify the underlying factor structure. The factor analysis has two foundation types: exploratory factor analysis (EFA) and confirmatory factor analysis (CFA). The Exploratory factor analysis defines the proper number of factors that observed variables explained by correlation to each factor (Muthén et al.: 2017). When the constructs about category relations are discussed by hypotheses, CFA explains their hypotheses. In comparison to CFA with correlated variables and CFA can allow a more explain and parsimonious model.

## **RESULTS**

### **Descriptive statistics**

The participants in this study were 400 adolescents in Thailand, including 291 females (72.8%). Most of the age amount 229 persons 16-20 years (57.3%), and most of education level amount of 155 persons is a Bachelor's degree (38.2%) as shown Table 1.

**Table (1).** Demographic information

Variable		Frequency	Percentages
Gender	Male	109	27.3
	Female	291	72.8
Age	Below 15 years old	33	8.3
	16 - 20 years old	229	57.3
	21 - 25 years old	108	27.0
	26 - 30 years old	30	7.4
Education level	Junior high school	39	9.8
	Senior high school	91	23.2
	Diploma	115	28.8
	Bachelor's degree	155	38.2

\* N=400

This research considers the development of a measurement model structure for factors associated with mobile phone usage behavior (show Table 2), the 26 observed variables to analysis for the model that all a pairs of a variable by a relationship of each variable which differed from significant at .01. This research presented positive coefficients between .02 - .08, observed variable verified by correlation with the identical direction. Related to the suitability of each part. The analyzed Kaiser-Meyer-Olkin (KMO) index (Kaiser: 1970, pp. 401-415) and Bartlett's test of sphericity. The value in Barlett's test  $p < .001$  that significant, and the test value of KMO results should higher than .5 (inferior limit); there is the measure for acceptable. The result of this research reports the Kaiser-Meyer-Olkin (KMO) value is .833, which is closer to 1, Chi-square = 4157.288,  $df=325$ , and  $p=.000$  as mentioned above the value as expected and the relationship among of observed variables were suitable that be used for factor analysis.

Consideration of the highest average score, 4.07 (SD=1.00), (show Table 2)on parameter Te3 (usage mobile phone or listen to the music). Next on parameter Tb1 average score, 4.06 (SD=.924) (usage mobile to search for data on the internet). In this research, all of the values the Skewness and Kurtosis omit in the acceptable range. The value of VIF and tolerance are indicated each variable does not cause multicollinearity problems.

**Table (2).** Correlation, Mean, Standard Deviation, Kurtosis, And Skewness, Tolerance, and VIF

	Ta1	Ta2	Ta3	Ta4	Ta5	Tb1	Tb2	Tb3	Tb4	Tc1	Tc2	Tc3	Td1	Td2
Ta1	1.000	.319	.482	.351	.382	.183	.146	.108	.157	.269	.247	.242	.172	.147
Ta2		1.000	.566	.230	.217	.218	.210	.179	.234	.186	.229	.190	.113	.073
Ta3			1.000	.475	.487	.151	.135	.127	.206	.351	.314	.329	.201	.084
Ta4				1.000	.808	.083	.131	.097	.159	.331	.281	.310	.153	.059
Ta5					1.000	.091	.091	.079	.164	.357	.285	.343	.210	.066
Tb1						1.000	.447	.486	.330	.190	.123	.105	.152	.279
Tb2							1.000	.504	.334	.183	.181	.100	.103	.160
Tb3								1.000	.415	.102	.109	.072	.175	.276
Tb4									1.000	.307	.274	.244	.198	.236
Tc1										1.000	.557	.499	.274	.193



Tc2											1.000	.602	.297	.273
Tc3												1.000	.413	.268
Td1													1.000	.562
Td2														1.000
Td3														
Td4														
Te1														
Te2														
Te3														
Te4														
Te5														
Tf1														
Tf2														
Tf3														
Tf4														
Tf5														
M	3.31	3.50	2.73	1.94	1.82	4.06	3.71	3.87	3.57	2.54	2.36	2.01	2.73	3.25
SD	.965	.984	1.095	1.162	1.162	.924	.966	.993	1.113	1.246	1.238	1.211	1.251	1.198
Ku	.002	-.361	-.397	.441	.800	.266	-.311	-.019	-.546	-.772	-.836	-.040	-.885	-.672
Sk	-.224	-.192	.316	1.159	1.359	-.799	-.364	-.679	-.381	.395	.503	.999	.159	-.369
	Td3	Td4	Te1	Te2	Te3	Te4	Te5	Tf1	Tf2	Tf3	Tf4	Tf5	Toleranc	VIF
Ta1	.237	.345	.174	.083	.168	.194	.181	.119	.077	.256	.076	.136	.652	1.533
Ta2	.084	.042	.183	.080	.198	.196	.106	.113	.138	.204	.127	.111	.584	1.711
Ta3	.163	.192	.108	.125	.068	.146	.078	.124	-.004	.232	.093	.232	.469	2.132
Ta4	.188	.295	.054	.090	.064	.097	.078	.176	.041	.236	.035	.161	.320	3.124
Ta5	.227	.318	.088	.094	.090	.109	.077	.163	.098	.262	.053	.168	.307	3.261
Tb1	.149	.135	.174	.069	.145	.253	.255	.259	.200	.192	.262	.244	.641	1.560
Tb2	.096	.136	.145	.174	.169	.250	.199	.222	.249	.171	.208	.238	.624	1.601
Tb3	.133	.167	.206	.082	.222	.317	.258	.263	.239	.215	.227	.203	.576	1.736
Tb4	.160	.199	.175	.110	.220	.256	.322	.267	.147	.215	.190	.217	.664	1.506
Tc1	.353	.294	.016	.071	-.056	.066	.094	.170	.071	.228	.089	.209	.550	1.820
Tc2	.398	.299	.086	.084	.054	.237	.228	.215	.195	.264	.163	.247	.478	2.053
Tc3	.414	.348	.071	.154	-.021	.117	.103	.148	.095	.217	.030	.173	.504	1.984
Td1	.470	.398	.154	.111	.064	.163	.143	.209	.123	.207	.097	.177	.578	1.731
Td2	.531	.454	.188	.122	.066	.216	.265	.310	.183	.168	.232	.294	.486	2.056
Td3	1.000	.717	.203	.178	.132	.213	.230	.235	.162	.300	.087	.222	.374	2.675
Td4		1.000	.248	.222	.160	.195	.245	.231	.100	.285	.094	.180	.416	2.405
Te1			1.000	.448	.481	.314	.265	.247	.222	.240	.113	.161	.607	1.649
Te2				1.000	.246	.155	.205	.205	.139	.237	.178	.195	.719	1.390

Te3					1.000	.427	.366	.237	.259	.309	.126	.140	.619	1.614
Te4						1.000	.665	.368	.364	.392	.225	.208	.457	2.186
Te5							1.000	.401	.356	.355	.345	.268	.467	2.139
Tf1								1.000	.587	.431	.442	.414	.519	1.928
Tf2									1.000	.424	.452	.362	.516	1.940
Tf3										1.000	.408	.397	.584	1.713
Tf4											1.000	.523	.556	1.798
Tf5												1.000	.600	1.666
M	2.57	2.56	3.56	3.16	4.07	4.00	3.76	3.61	3.66	3.14	3.55	3.34		
SD	1.135	1.102	1.227	1.390	1.004	1.041	1.121	.969	.942	1.158	1.063	1.040		
Ku	-.664	-.556	-.483	-	.984	-.069	-.580	.265	.082	-.666	-.394	-.270		
Sk	.239	.243	-.629	-.183	-	-.795	-.537	-.519	-.425	-.134	-.377	-.260		

Note: Description of Ta1 through Tf5, see table 5, M= Mean, SD= Standard Deviation, Ku = Kurtosis, and Sk=Skewness.

### Exploratory Factor Analysis (EFA)

This research was done using the EFA method for sores obtained from 26 factors associated with mobile phone usage behavior parameters to the classification group. This research is divided into seven groups of Exploratory Factor Analysis in seven distinct names. The first factor, namely capacity. Second Factor, Namely Communication. Third Factor, namely Social. The fourth factor namely Educate. The fifth factor, namely commercial. The sixth factor, namely Aesthetics. And last factor, namely Entertainment.

### Reliability

According to Hair et al. (2009), the reliability determined by Cronbach's alpha should be greater than .07. Considering table 3, the seven variables show Cronbach's Alpha between .715-.814. Accepting the values/ thus corresponding with the values. The model measurement was tested for reliability as convergent validity and discriminant validity. The instrument for testing the convergent validity measurement of the model used was Composite Reliability (CR) and Average Variance Extracted (AVE), as displayed in table 3. All factors were loading recommended that The CR greater than .70 and AVE greater than .50 are considered acceptable (Hair et al.: 2009).

The instrument for testing the discriminant validity of measurement of the model used was the Maximum Shared Squared Variance (MSV) and the Average Squared Variance (ASV). The results of the MSV and the ASV should be lower than the AVE and CR that the discriminant validity (Hair et al.: 2009). Table 3 presents the results of the MSV and AVE, and they are lower than the AVE and CR value, explaining that the discriminant value holds. Therefore, Both convergent validity (CR, AVE) and discriminant validity (MSV, AVE) results indicate a measurement model was suitable.

**Table (3).** The results of the MSV and AVE

Code	Indicators	EFA				CFA			CR	AVE	MSV	ASV
		Communalities	Loadings <sup>a</sup>	Variance Explained %	Cronbach	Loadings <sup>b</sup>	t-value	Error Variance				
<b>Factor 1: Capacity</b>												
TF4	Select mobile from the operating system	.725	.790	25.221	.814	.728	7.132	.539	.747	.410	.048	.032
TF5	Select mobile from the weights.	.609	.717			.523	9.823	.653				
TF2	Select mobile from the capacity.	.599	.693			.643	10.088	.586				
TF1	Select mobile from the processing speed.	.603	.681			.691	11.273	.523				
TF3	Select mobile from the accessories.	.676	.556			.597	6.921	.545				
<b>Factor 2: Communication</b>												
TA5	Use mobile to send MMS.	.801	.866	11.002	.794	.632	8.235	.601	.653	.402	.109	.030
TA4	Use mobile to send SMS.	.787	.865			.583	8.331	.660				
TA3	Use mobile calls to relatives.	.670	.647			.721	8.596	.480				
TA1	Use mobile talk to friends.	.453	.583			.591	8.451	.651				
<b>Factor 3: Social</b>												
TD3	Use mobile to show social class.	.730	.788	7.459	.767	.946	10.315	.153	.711	.500	.194	.070
TD4	Use mobile to show a fashion.	.725	.768			.777	10.092	.396				
TD2	Use mobile for an online	.661	.728			.556	10.982	.590				

Code	Indicators	EFA				CFA			CR	AVE	MSV	ASV
		Communalities	Loadings <sup>a</sup>	Variance Explained %	Cronbach	Loadings <sup>b</sup>	t-value	Error Variance				
	social group.											
TD1	Use mobile to join a group.	.531	.659			.540	10.115	.716				
<b>Factor 4: Educate</b>												
TB3	Use mobile to find data and to do homework.	.677	.776	6.264	.797	.787	9.373	.413	.673	.432	.314	.075
TB1	Use mobile to search data on the internet.	.603	.742			.649	8.891	.579				
TB2	Use mobile to English translation.	.572	.724			.654	8.982	.572				
TB4	Use mobile to appoint friends.	.476	.544			.508	8.791	.655				
<b>Factor 5: commercial</b>												
TC2	Use mobile to order the product online.	.729	.778	5.872	.715	.691	4.7856	.453	.666	.459	.314	.102
TC3	Use mobile for online sales.	.677	.719			.825	4.823	.319				
TC1	Use mobile for financial transactions.	.615	.683			.799	4.771	.362				
TA2	Use mobile call the parents.	.544	.403			.498	4.598	.869				
<b>Factor 6: Aesthetics</b>												
TE4	Use mobile for the photograph.	.750	.806	4.291	.780	.838	8.925	.298	.716	.483	.476	.110
TE5	Use mobile post-message and pictures.	.690	.737			.793	8.883	.371				

Code	Indicators	EFA				CFA			CR	AVE	MSV	ASV
		Communalities	Loadings <sup>a</sup>	Variance Explained %	Cronbach	Loadings <sup>b</sup>	t-value	Error Variance				
TE3	Use mobile to listen to music.	.625	.602			.345	8.561	.701				
	<b>Factor 7: Entertainment</b>											
TE2	Use mobile for watching movies.	.671	.775	4.115	.783	.563	6.277	.683	.637	.474	.212	.101
TE1	Use mobile for playing games online.	.696	.748			.795	5.687	.368				

Notes:

aAn EFA Loading .5 is accepted. bAll CFA loadings are significant .01

Composite Reliability (CR), Average Variance Extracted (AVE), Maximum Shared Square Variance (MSV), and Average Shared Squared Variance (ASV)

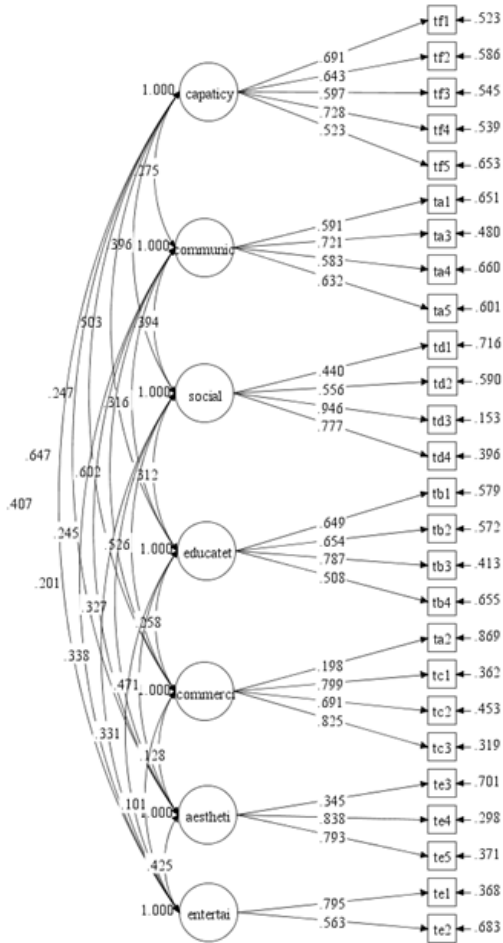


Figure 1. Structural of the Factors associated with Mobile phone Usage Behaviors

**Model fit indices**

The results of this research are findings on the factors associated with mobile phone usage, EFA and CFA used program Mplus 7. Based on 400 respondent, fig 1 shows goodness-of-fit statistics as: Chi-square = 347.986, degree of freedom (df) = 247, p-value <.000, root mean square error of approximation (RMSEA) = .031, Tucker Lewis Index (TLI) = .969, comparative fit index (CFI) = .976, standardized root mean square residual (SRMR) = .038. the above mentioned that can be compared to form suggested value as  $\chi^2(df)$  should be  $p > .05$ . The criteria were indicative of acceptable as  $CFI > .90$ ,  $TLI > .90$ ,  $RMSEA < .08$ ,  $SRMR < .10$ . Consequently, all statistical values can be accepted, except the Chi-square because  $\chi^2$  value is sensitive to large sample size; this value tends to reject the hypothesis. With the value of statistics, it can be concluded that the model has a good fit (Delbosch & Currie: 2012, pp. 302-309).

## CONCLUSION

In Thailand, mobile phone technology continues to evolve especially mobile phones with advanced features and applications which integrate internet technology. In this study, we aimed to examine the structural validity of the mobile phone usage behaviors and daily life of an adolescent in Thailand based on 26 parameters. The first step was classifying the parameters into groups by the EFA method. The EFA categorizes parameters into seven groups from 26 parameters. The seven groups of parameters include capacity, communication, social, education, commercial, aesthetic, and entertainment. The results show the 26 parameters are indicated to measuring the quality of the seven factors at the significance level .01. Likewise, the loadings of CFA in this study can be useful for improving mobile phone usage behaviors.

The mobile phone usage behaviors in the daily life of adolescents in Thailand consider seven behaviors for usage or applied to mobile phone. The first factor to be considered in the behavior of adolescent mobile phone usage is capacity, as in an Android application (Singh et al., 2017). That Android system is a powerful system, likely to use and supported. Individual technology acknowledgment decisions to technologies for use populations and context. The emerging mobile technology being favored is IOS, while Android has the way usage of people (Cheah et al.: 2017). The physical limits of mobile phone devices taken into consideration are battery, slow wireless connection, and low processor speed. These factors are actualized to the web for mobile phone devices. The mobile device is movable, habitually connected, personal, and a small screen. These are multimedia tools for usage. Features of mobile phones that adolescents tend to consider as important are battery life, video camera, storage memory, mp3 player, photo camera, Bluetooth, clock, and calendar. Many people want to use an all-in-one mobile phone, the hybrid of mobile phone supporting calculator, alarm clock, calendar, digital camera, and other functions. As above is the capability of the mobile phone. Nowadays, the mobile phone brings all of the things for a human to be integrated into the mobile phone.

The second factor is communication interchange between two or more persons. The communication behavior for an adolescent in Thailand uses a mobile phone to contact one another; in terms of face-to-face communication, the increasing popularity of the social interaction pass through mobile phone use and social context in face-to-face communication on mobile phone influenced by the action of looking. In Japan, the most public favorite usage of mobile phones converts from telephonic communication to email. Phoning and Texting are remain prominent in mobile communication and lifestyle. (Karnowski & Jandura: 2014, pp. 184-193). The communication by the usage of mobile phone from the perspective of the scholars are consistent with this research. Right now, Communication using phoning and texting are remaining popular because the mobile phone becomes the most important factor for human life.

The third factor is the social factor. It relates to the activities of a group of people with a relationship, and the mobile phone provides a network for such. Social interactions that the youth would like to use for communication, such as email, text messaging, and instant messaging. They allow the conversational nature of the interaction. One more concept is social commerce that permits them to participate in the marketing and communities or selling online. There is social behavior on a mobile phone and supported by applications, such as social networks, wikis, and blogs (Kim & Park: 2013, pp. 318-332). The usage of mobile phones is applied by education, that is, the integration of technology into education. Because the scholarly perspectives discuss the usage of mobile phones to adaptive education and provide quick access to learning, exchange of knowledge, and the exchange of information is convenient and fast, Therefore are consistent with this research.

The fourth factor is education. Education on a mobile phone is an adolescent usage of mobile phones for learning, searching, and self-directed learning via the internet. Education usage on a mobile phone facilitates students to modify the transfer of and build their knowledge and skill access to information and to meet their educational goals (Ariffin et al.: 2018). Mobile learning base on the activity that technologies support an entrance to information, knowledge management, education exchange, and delivery of both learning and knowledge

materials. Mobile learning takes into account the widespread usage of personal and knowledge-sharing technology. The activity is a tool for supporting learners to their goals of converting their skills and knowledge. Mobile learning can be demarcated into two dimensions of tool activity: (1) technology layer and (2) semiotic layer.

The fifth is commercial that is an agreement for the exchange of goods or services. Commercial behaviors on mobile phone users exchange goods, trade, or trading activities online. According to Shareef et al.: (2018) study a consumer adoption of mobile banking services. The result showed that it impels the factor of consumers' behavior to adopt mobile banking to transaction service and interaction. Shopping on a mobile phone is another transaction behavior between buyers and sellers. Mobile phone capacity includes consumers to entrance, store and a new way to the information on social shopping, assist consumers in changing the experience of shopping on a mobile phone (Fuentes & Svngstedt: 2017). Likewise, in Thailand, Shopping online is very popular. Most adolescents access Facebook shops via mobile phone because Facebook service has lived sales that lead to purchase.

The sixth factor is aesthetic, meaning beautiful, decoration, or photography for beauty. There uses a mobile phone for aesthetic such as selfie by self and decoration of pictures an application of mobile camera to capture food and images.

And the seventh factor is entertainment that means to enjoy using mobile phones and technology that makes fun. Entertainment is something in the individual that reflects on behavior or individual fondness. The actual usage of a mobile phone includes five functions a smartphone such as entertainment, transaction, content delivery, and promotion. The hybrid mobile phone links interpersonal to mass communication that adolescent users used for getting entertainment and news. Leong et al.: (2013) presented exploring to revealed and perceived usefulness, social influence, perceived ease of usage, and perceived enjoyment positively implicated with consumers' behavioral intention to use of mobile entertainment. Mobile entertainment can be defined as any free time activity that launches usage by a personal device (Leong et al.: 2013, pp. 2109-2121). However, All of the variables in this research show the behavior of using mobile phones to interest, and it is the essential human factor. Especially, this study discovers the mobile phone behavior about anesthetics that love to use the mobile phone to take pictures, take a picture of the meal and taking photos of tourist attractions post on social media. As mentioned above, it is an important mobile phone behavior of adolescents in Thailand.

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## **BIODATA**

**J. METTATHAMRONG:** The current affiliation of Mettathamrong is Rajamangala University of Technology Isan Sakonnakhon Campus, Phang Khon, Sakonnakhon, Thailand; E-mail: [Kkai6688@Gmail.com](mailto:Kkai6688@Gmail.com); ORCID: <http://orcid.org/0000-0003-2389-2155>

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### Linguistic ambiguity of modification

*Ambigüedad lingüística de la modificación*

**Y.M. SALEH**

<https://orcid.org/0000-0002-4693-535x>  
yasirmohammed@uosamarra.edu.iq  
University of Samarra, Iraq

**S.H HASAN**

<https://orcid.org/0000-0002-3454-3324>  
saif.habeeb@uosamarra.edu.iq  
University of Samarra, Iraq

**A.M. HAMEED**

<https://orcid.org/0000-0003-4996-1171>  
alimusaab@uosamarra.edu.iq  
University of Samarra, Iraq

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#### ABSTRACT

This paper explains the ambiguity in using modifiers and shows its types. The research contains an analysis of some ambiguous sentences with an explanation of the reasons behind this ambiguity. It presents a theoretical background about modification in general and clarifies different types of ambiguity. It depends on the available grammar sources and the internet to provide enough material. It shows that a modifier is an optional element that depends on the headword. There are two types of modification, also, there are two types of ambiguity. Phrasal verbs can be interpreted in more than one way.

**Keywords:** Linguistic, ambiguity, modification, grammar.

#### RESUMEN

Este artículo explica la ambigüedad en el uso de modificadores y muestra sus tipos. La investigación contiene un análisis de algunas frases ambiguas con la explicación de las razones detrás de esta ambigüedad. Presenta un trasfondo teórico sobre la modificación en general y aclara diferentes tipos de ambigüedad. Depende de las fuentes gramaticales disponibles e Internet para proporcionar suficiente material. Muestra que un modificador es un elemento opcional que depende del encabezado. Hay dos tipos de modificaciones, además, hay dos tipos de ambigüedad. Los phrasal verbs se pueden interpretar de más de una forma.

**Palabras clave:** Lingüística, ambigüedad, modificación, gramática.

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## INTRODUCTION

This study explores the ambiguity in using modifiers. It shows its types (structural and lexical). It also contains an analysis of some ambiguous sentences explaining the reason. So, this study is beneficial for researchers and learners in the field of linguistics to avoid any problem in understanding the concept of modification in general and the ambiguity of modification specifically, and many students do not know its types and the reason behind such ambiguity.

### This study aims at:

- Explaining modification in general.
- Showing ambiguity of modification.
- Showing types of ambiguity in modification.

### This study hypothesizes the following:

- There are two types of ambiguity (Adjective ambiguity and Adverb ambiguity).
- The syntactic structure is behind ambiguous sentences which can be analyzed both (syntactically and semantically).

### Definitions of modification

Berry (Berry: 2018) defines a modifier as a "subordinate element in an endocentric structure. It is a word group that affects the meaning of a headword in that it describes, limits, intensifies, and/or adds to the meaning of the head.", e.g.,

1- The blue shirt

'Blue' describes the word 'shirt', it limits by excluding other colors; and it adds to the plain meaning of shirt.

2- Dirty dog

'Dirty' is an adjective that modifies the noun dog.

Another definition of modifier is an optional element in the phrase structure of clause structure. Typically the modifier can be omitted without affecting the grammar of the sentence. e.g.

3- This is a red ball.

The adjective 'red' is a modifier, modifying the noun 'ball'.

4- A small mackerel.

The adjective 'small' modifies the noun 'mackerel'.

Dypedahl & Hasselgård (Dypedahl & Hasselgård: 2018) define the modifier as an element that depends on the head and modifies the way you are to understand what the head refers to. E.g.,

5- His large house.

'His large' modifies the head 'house'.

6- A lot of expensive furniture.

'A lot of expensive' modifies the word 'furniture'.

(Nelson & Greenbaum: 2018) define modifiers as units that are dependent on the main word and can be removed. E.g.,

7- Some long books.

8- Books on astronomy.

The final definition is by (Crystal: 2011) "is a term used in syntax to refer to the structural dependence of one grammatical unit upon another- but with different restriction in the scope of the term being introduced by different approaches." E.g.,

9- Big man.

The word 'big' modifies 'man'.

## **METHODOLOGY**

This study presents a theoretical background of the modification in general. It clarifies the different types of ambiguity by giving adequate examples together with their analysis. The study depends on the available grammar sources and the Internet to provide enough material for the theoretical background and the analysis.

### **Limits of the study**

This study is limited to the study of the ambiguity of modification in English and its types (Adjective ambiguity and Adverb ambiguity) and its types can be analyzed on two levels (syntactically and semantically).

### **Value of study**

The research will be of benefit to these students in the field of linguistics and may help the students of English as a second language to understand this topic.

## **RESULTS**

### **Types of modifications:**

There are two types of modification: adjective modification and adverb modification. "The typical and most characteristic position of an adjective is between a determiner and a noun."

### **Adjective modifier:**

"A word that modifies a noun."

(Liu & Zhan: 2018, pp. 1-6)

10- The small boy saw George with a crazy dog recently.

The word 'small' modifies the noun 'boy' and the word 'crazy' modifies the noun 'dog'.

(Yule: 2020)

Modifiers can be single-word modifiers and word-group modifiers. Single-word modifiers can occur before the noun or after the noun. When the single-word modifiers occur before the noun, they are called 'attributives' because they attribute a quality or characteristic to the noun, for example, the beautiful painting. And when the single-word modifiers occur after the noun, they are called 'predictive', for example, your daughter is pretty.

(Gupta: 2019)

### **Single-word attributives:**

Adjectives are attributive when they premodify nouns, they appear between the determiner and the head of the noun phrase.

(Quirk: 2007)

According to (Gupta: 2019) attributive adjectives can be grouped as follows:

A- Relationship: -er

(Former, latter, outer, upper...etc.)

11- Lets buy tickets for the upper circle.

B- Intensifying:

(Mere, very, utter, outright...etc.)

(Dixon: 2005)

12- The very man (for the job).

C- Limiting:

(Join, lone, only, main, sole...etc.)

13- Ton is an only child and the sole heir.

D- Noun – related:

(Chemical, coastal, earthen, solar... etc.)

14- An earthen pot.

E- Alternative past participle:

(Drunken, sunken...etc.)

15- A sunken garden.

F- Miscellaneous:

(Indoor, outdoor, inside, outside, downtown...etc.)

16- And an indoor/outdoor swimming pool.

(Quirk: 2007) say that attributive adjective can be grouped as follows:

A- Intensifying adjectives:

- Emphasizers are attributive only:

17- A certain (sure) winner.

Amplifiers, when they are non- inherent:

18- A complete fool.

The fool is complete.

B- Limiter adjectives:

19- The main reason.

C- Related to adverbials:

- Other adjectives that are attributive only can be related to adverbials.

These non- inherent adjectives include:

20- My former friend~ formerly my friend.

- If adjectives premodify agentive nouns, the latter suggests as well as the relationship to the verb base:

21- A hard work ~ a worker who works hard.

D- Denominal adjectives:

Some adjectives derived from nouns are attributive only:

22- Criminal law~ law concerning crime.

(Quirk: 2007)

### Single-word predicative

Adjectives are predicative when they occur after the noun. For example:

23- The book is nice.

'Nice' modifies the noun 'book'.

Predicative adjectives can be grouped as follows:

A- a-serious:

(Alive- alone- asleep- afraid...etc)

24- I am afraid that John may get drunk again.

(Dixon: 2005)

B- Health adjective:

(Faint- fine- ill- well...etc)

25- I am just fine.

(Sadler & Spencer: 2017, pp. 206-236)

C- Adjectives and past participles with usually obligatory complementation.

(Answerable (to/ for) – bound (to+ infinitive/ for) – conductive (to)...etc)

26- I am not answerable to you.

D- Adjective preposition:

27- The tall young man in the yellow jacket is my cousin.

The noun (man) is modified by two pre-noun adjectives, the tall young and the post-noun adjectival prepositional phrase, in the yellow jacket. Together they all make up the noun phrase the tall young man in the yellow jacket.

E- Adjective to-infinitive:

28- The food was 'delicious' to eat.

F- Adjective + noun clause:

29- I am sure (that) you'll understand.

G- Adjective + wh-word + to-infinitive:

30- We are uncertain/ not sure how/ when/ where to go.

(Gupta: 2019)

### Adverb modifier

An adverb modifier is a word or phrase that is used to modify another part of a sentence typically an adverb or adjective. When used properly, these modifiers provide additional information about an action or some part of a sentence and answer a question about it. In the sentence 'He crossed the bridge quickly', the word 'quickly' is an adverbial modifier. The modifier in the example answers the question: 'how did he cross the bridge?'

### Types of Adverbs

According to Gupta, there are seven types of adverbs: adverbs of manner, adverbs of place, and adverbs of time, focusing (or limiting), intensifying, sentence adverb, and connectors.

(Gupta: 2019)

1- Adverb of manner: adverb of manner provide information on how someone does something.

31- John has answered their questions cleverly.

The word 'cleverly' has a pure manner interpretation (the way John answered their questions was clever)

32- The police searched the room carefully, but the small room less so.

(Quirk: 2007)

2- Adverb of place: tells us about the time of the action or where the action occurred/ occurs/ will occur, e.g., (here, there, near, somewhere, outside...etc)

33- The bank is between the cinema and the café.

34- The car is in front of the bank.

(Coe et al.: 2020)

3- Adverb of time: time normally goes after place.

35- Tom walks to work every morning.

36- I am going to Paris on Monday.

It is possible to put time at the beginning of the sentence.

37- Every morning Tom walks to work.

38- On Monday I am going to Paris.

4- Focusing (or limiting) adverbs

Focusing adverbs point to the part of a sentence, the meaning conveyed often depends upon their position. It is best to replace them in front of and next to the word or words modified by them. For example (also, only, just...etc.)

39- Only John helped me to buy the house.

5- Intensifying adverbs

Intensifying adverbs can intensify verbs, adjectives, and other adverbs. Most of these adverbs occupy mid-position, and the end position is often possible, such as: (, completely, badly, carefully, deeply...etc.)

40- It was small, badly painted, and dirty.

6- Sentence modifiers (sentence adverbs)

A sentence modifier is an adverbial that modifies, as its head, all the rest of the sentence. for example:

41- Naturally, he behaved at the party.

'Naturally' modifies the words 'he behaved at the party', but, "he behaved naturally at the party". The word 'naturally' modifies the verb 'behaved'.

(Berry: 2018)

Sentence modifiers have seven structures:

a- Single-word adverbial:

42- Luckily, I know how to swim.

b- Clause adverbials:

43- Since the door was closed, we climbed in the back window.

c- Prepositional phrase:

44- In fact, the contract is invalid.

d- Absolute structure:

45- The guest has departed, we resumed the normal household routine.

e- Infinitive phrase:

46- To keep dry in a tent, you should provide with a fly.

f- Participle phrase:

47- Considering the circumstances, he was lucky to escape alive.

g- Relative in- ever:

48- Wherever she is, I will find her.

7- Connecters:

Connecters signal a meaningful connection between sentence (and sometimes clauses), such as (first- second- finally- for example- by the way- although...etc.)

49- Although he eats a lot, I am very thin.

(Gupta: 2019)

## **DISCUSSION**

### **Definitions of ambiguity**

(Nelson & Greenbaum: 2018) define ambiguity "In the everyday uses of the spoken language and most writing, ambiguity is a fault to be avoided because it may cause confusion or misunderstanding".

For example:

10- The tall woman on the committee that I met with yesterday.

The sentence has two meanings: Who did I meet with yesterday? (The woman or the committee).

Another definition of ambiguity is "the possibility of interpreting an expression in two or more distinct ways".

### **Types of Ambiguity**

There are two types of ambiguity: adjective ambiguity and adverb ambiguity.

#### **Adjective ambiguity**

"The subject of a clause with a participle in it (i.e. without a subject of a clause of its own) must be the same as the main clause".

For example:

11- Coming round the corner, a tree lay across the path.

In this sentence, the participial phrase "coming round the corner" grammatically modifies "tree" and therefore the sentence seems (a tree came round the corner). This is the mistake of the misplaced participle. The sentence can be corrected by necessary pronoun immediately following the participial phrase:



Coming round the corner, we saw that a tree lay across our path.  
(Zheng: 2017, pp. 29-44)

### **"-ed –participle"**

It is a form of a verb that is used in a sentence to modify a noun, noun phrase, verb, or verb phrase, and thus plays a role similar to that of an adjective or adverb. It is one of the types of non-finite verb forms. Sometimes, "-ed – participle" occurs at the beginning of the end of the sentence, and is usually attached to the subject of the main clause as in "walking down the street (clause), the man (subject) saw the beautiful trees (object). However, when the subject is missing or the clause attaches itself to another object in a sentence, the clause seems "an ambiguous clause".

12- Dressed in white robes, we thought the visitors looked like priests in some strong ceremony.  
(Quirk: 2007)

### **Adverb ambiguity**

It is noticed that the sentence:

13- The dog bites the man in the bathroom.

Ambiguities of this sort may be called ambiguities of bracketing since the ambiguity rests on whether "in the bathroom" is a constituent of NP or is an adverb of place.

### **Phrasal Verbs**

A phrasal verb consists of a verb plus a particle, sometimes the phrasal verbs can be interpreted in more than one way. e.g.,

54- He looked up the street.

On one interpretation, the verb phrase is analyzed as V + PP. This is the interpretation on which he would be looking up the street to see who was coming, for example. On the other hand, it to be analyzed as a phrasal verb with the noun phrase functioning as a direct object. According to this interpretation, "he would be trying to locate the street in a street atlas".

(Burton-Roberts: 2016)

A verb may belong to more than one class. For example:

55- He suggested that she went.

Is ambiguous: if suggested is a factual verb, she went is a factual report, whereas if it is a volitional verb, she went is a suggested action.

Verb phrase containing auxiliaries that have more than one meaning, e.g.: Shall, will, and can:

56- Johan cannot do it. Active

It cannot be done (by Johan). Passive

In the active sentence, "can" would normally be interpreted as expressing ability, whereas in the passive sentence it is interpreted as expressing possibility.

With dynamic verbs, we can distinguish between "actional" passive and "statal" passive.

57- The house is already sold.

Someone has already sold the house.

A sentence such as "They were married" is ambiguous between an actional interpretation (They were married in a church yesterday) and statal interpretation (They were married when I last heard about them).

(Quirk: 2007)

### **CONCLUSION**

In this study, it is concluded that:

1-The modifier is an optional element in the sentence.

- 2-Modifier depends on the headword.
- 3-There are two types of modification: (Adjective modification and adverb modification).
- 4-The case of ambiguity is due to syntactic and semantic.
- 5-There are two types of ambiguity: adjective ambiguity (-ing, -ed, and participle) and adverb ambiguity (the placement of adverb in the sentence).
- 6-Phrasal verbs can be interpreted in more than one way.

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## **BIODATA**

**YASIR MOHAMMED SALEH** (MA, Samarra University) is an Assistant Professor in English Language and linguistics at Samarra University. Head of English department at the above mentioned University. His major concern is general linguistics; applied linguistics, sociolinguistics, Semantics, Syntax and discourse analysis. He currently teaches English Language for professional department and for non-professional department at college of education/Samarra University. He also runs the TOEFL center at the same University. yasirmohammed@uosamarra.edu.iq

**SAIF HABEEB HASAN** (PhD. , Samarra University) is a lecturer in English Language and linguistics at Samarra University.. His major concern is general linguistics; Pragmatics, sociolinguistics, Syntax and discourse analysis. He currently teaches different courses of English Language at college of Education/ Samarra University. saif.habeeb@uosamarra.edu.iq

**ALI MUSAAB HAMEED** (MA. , Samarra University) is an assistant lecturer in English Language and linguistics at Samarra University.. His major concern is general linguistics; Syntax and discourse analysis. He currently teaches English Language for professional department and for non-professional departments at college of Education/ Samarra University. alimusaab@uosamarra.edu.iq

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### Bullying in the iraqi novel “Unless Touched by Fire” by Abdul Khaliq Al-Rikabi

*Bullying en la novela iraquí “A menos que sea tocado por el fuego” de Abdul Khaliq Al-Rikabi*

S.H. JAWAD

<https://orcid.org/0000-0003-2649-0514>

[hassansiham37@gmail.com](mailto:hassansiham37@gmail.com)

University of Samarra, Iraq

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#### ABSTRACT

In this study, texts from within the novel were monitored and processed according to the requirements of the curriculum used. The research aims to shed light on a social phenomenon that is reduced by language through verbal psychology and its implications within the narrative text of the novel and to show the ugliness of bullying in all its forms. Creating an idea through bullying literary models to condemn this act through a pattern of action that aesthetically affects the recipient and then behaves in society.

**Keywords:** Bullying, iraqi novel, verbal psychology, Unless touched by fire.

#### RESUMEN

En este estudio se monitorearon los textos de la novela y se procesaron de acuerdo con los requisitos del currículo utilizado en ella. La investigación tiene como objetivo arrojar luz sobre un fenómeno social que se reduce por el lenguaje a través de la psicología verbal y sus implicaciones dentro del texto narrativo de la novela y mostrar la fealdad del bullying en todas sus formas. Crear una idea a través de modelos literarios intimidantes para condenar este acto mediante un patrón de acción que afecte estéticamente al receptor y luego se comporte en sociedad.

**Palabras clave:** Bullying, novela iraquí, psicología verbal, A menos que sea tocada por el fuego.

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## **INTRODUCTION**

The research aims to shed light on a social phenomenon that is reduced by language through verbal psychology and its implications within the narrative text of the novel and to show the ugliness of bullying in all its forms. The lack of a safe distance between the intellectual clarity and the tendency found in the Iraqi novel is the main focus on this investigation. The research addresses the phenomenon of bullying according to creative fantasies incorporated in real life.

Bullying is a phenomenon that is not new in the field of psychological studies, as it is a form of abuse. Or, it is the inequality in power between two or more people, or between one group and another. Bullying is not limited to a class or a place without another, but rather extends to any place where humans share, such as school, university, workplaces, and homes, it may happen from the boss or a colleague, and sometimes by the husband over his wife or the father against his son, or the brother against his brother, or by the countries bullying their people by imposing repressive restrictions and practices (political bullying).

The issue of aggression has occupied man since the dawn of history, and it has been a topic of concern to clerics, philosophers, biologists, anthropologists, psychologists, sociologists, and politicians, and we rarely find a philosopher or scientist in various fields who are not concerned with the issue of aggression (Bamishigbin Jr et al.: 2019, pp. 106-119).

Some researchers refer to aggressive behavior as the instinct and the result of the biological characteristics of the individual, that is: that aggression and violence in a person includes an instinctive system and that it transgresses to satisfy its innate need; to own and defend its properties, and maybe linked to individual deficiencies inherent in the biological composition of the individual embodied in psychological, physical, and mental disorders that explode in the form of aggressive, anti-social behavior, manifested in various forms of deviations (Al-Rikabi: 2016).

The bullies may feel insecure or lose their self-confidence, as well as not satisfying instinctive and behavioral needs; therefore, bullies feel the need to control and exert force over others. Among the researchers who see depression, personality strike, rapid anger, addiction to aggressive behaviors, misunderstanding others, anxiety, and imitation sometimes as a form of bullying (Shawar & Shiffman: 2017, pp. 119-124).

As for (Harriman), he believes that aggressive behavior and bullying is one that is compensated for continuous frustration and that the size of aggression or bullying is proportional to the size of frustration, the more frustrated an individual becomes his aggression or bullying rises.

Also (Dollar) indicated that the response to bullying or hostility undertaken by the individual against the source of his frustration is tantamount to emptying his psychological energy, as aggressive behavior in frustrating situations is an effective way to overcome the obstacle, although ((Dollard)) and his colleagues believe that aggression or Bullying is innate, but they see that it only occurs within the framework of certain environmental conditions. As for the results of bullying, it may continue as a behavioral imperative that affects the bully and the person surrounding him to the stage of old age. And it has negative repercussions on society as well (Espelage et al.: 2019, pp. 98-110).

## **METHODOLOGY**

### **Research Methodology**

An analytical method that raises the balance between theory and practice.

### **Questions answered by the research**

Keeping pace with the mechanisms of bullying in the novel ((unless touched by fire)) and we claim that we are the first to penetrate and homogeneity and applied this term in the field of narratives in an attempt to answer the manifestations of bullying as a social disease and a preview of that in the narrative achievement to show an image of community stability or not.

### Research tools Description and analysis in light of the semantic method data.

How to analyze the results: a study of the theoretical dimension of the term bullying and the possibility of applying this to the novel in an attempt to link what is psychological with what is a written response, that is, the idea arises from the term paper to the surface of the plate according to in-depth visions examining verbal emotions to form a form of enlightening through the word that was transmitted Within the context and methods of being affected by the bully after responding and hearing the bully. We monitor the texts from within the novel and process them according to the requirements of the curriculum used on it.

### RESULTS

The novel "Unless touched by fire" presented to Abd Al-Khaliq Al-Rikabi (Al-Rikabi: 2016) a social and psychological issue through ("bullying") the man and its effect on the bully on them, and this bullying took on clear dimensions that are placed behind the walls of the house, sometimes to cast a shadow on the family, and at other times it takes A coded dimension that disappears around the assumptions of the semiotic approach so that it blends through nomenclature indicating periods and places that were colonized, and all this shows the fragmentation of the bullying dimension (Zubaidi: 1993, p. 357).

Those who read the novel "(unless touched by fire)" find bullying in its physical and verbal form, as a dominant theme in the narrative space of the novel. Bullying was evident in the father's control of the family and the hierarchical relationship that organizes its members, based on age and gender, and perhaps the cognitive achievement of family members as In which the communication between the son and the father is made vertically and not horizontally, so the communication from top to bottom is taken as a matter of orders, notification, directing instructions, indoctrination, and prevention, while from the bottom up it takes the character of Esperance, listening, obedience and compassion.

The father does not appear at any site except with many pictures with him Rejection and servitude... It represents in our consciousness cruelty, roughness, and violence, even if that is not correct, in contrast to the mother and his presence, which is often associated with sympathy and affection .., ((The father is a symbol of patriarchal culture, which is the culture that monitors its children and confiscates their ideas and freedoms) (Bamishigbin Jr et al.: 2019, pp. 106-119). Because his breaks and surgeries often do not show him to his children, as he was brought up on certain values of masculinity, and Nadim personified the image of the bullied son, the narrator says:

"One day, taken from reading one of the tales of One Thousand and One Nights, he spooked over his father's voice, echoing over his head:

Did I not forbid you from this angle?

He jumped from the carpet he was seated on and that part of a thousand and one nights in his hand.

- Never close the book ... Let me see what made you not feel my being when I entered so much that it took you to read it! "(Zubaidi: 1993, p. 357).

His father cautioned, before the book was kidnapped, to read the page that Nadim was afflicted with at the moment of his entry, leaving him to contemplate him, blowing the heart while he was in full elegance: where the cowl - the last symbol of his belonging to the Ottoman dynasty - raised his shaven head, while his stumping head His dark darkness, and his shoes, which were made by Saraj Baghdadi, became famous for making shoes for the notables, and his famous whip, which rarely escaped from his peasants from the taste of his strokes, is stable under his armpits (Al-Fayez: 2017).

" The father shouted without raising his eyes from the book. He went on to continue reading, not caring about the torment of Nadim, who kept meditating, the heartbeat, and the flushed face was decorated with a beard with a gray line, and there was a vein in his temple that beats frighteningly....

- So, then, are these books unique to me when I leave the house!

The father yelled, and he grabbed the whip from his handle, and put it in his chest, at the other end.

- You read the most absurd things about nausea, replacing your love for being alone and being confused, and your inability to speak to others as required by custom and origins ... only now.. yes now, I discovered the secret of your wasting and pallor of your face, and your level of lessons is all but low in art; Since I was still playing with mud: you spend hours messing around, and then one of the meals grows, and you missed washing your hands ... Now I discovered all these things, you left-handed idiot silence ... (Shawar & Shiffman: 2017, pp. 119-124).

And while he was speaking, he continued to shrink him in the chest with the tip of his whip, with every word he uttered, and he determined, as he seemed to him, to continue to torture him without his mother screaming; So he turned around towards it and his voice increased louder: - Go ahead, Alawiya, and see for yourself what your son is reading in my absence of obscenity. Look... Is it possible that my upbringing with him went to waste?

" However, he turned his anger towards his mother:

- But he is not to blame for his descent into this gendarmerie, never alone is to blame for that, but, you... Yes, you are; You had to stop him alone since I became aware of how much he was attached to you: he only slept at night with your participation in your bed... that bed you had to spread it every morning in the sun and there was a spot of urine in the middle!

- And I, in turn, contributed to your corruption when you were defeated in front of your stubbornness, and I confessed to my failure to teach you how to use your right hand, such as the creation of God; She remained left-handed: accelerate to pick up the pen in Shamalek while you are still in first grade. Rather, it has come to you that you have been discontinued from going to school for a full school year, and the reason? Because when you skipped the middle to the first intermediate grade, you had to wear pants instead of clinging to your damned shower. Go crazy and start counting like a mad dog, refusing to wear pants in any way!

This is how his father continued, without mercy, to scare him (Espelage et al.: 2019, pp. 98-110).

The text shows a clear and clear picture of the father's bullying towards the son, as the father deliberately embarrassed the son, intimidated him, and diminished his value and demeanor of his image, after he seized him as he read books he considered prohibited from his likes, such as "A Thousand and One Nights") and other books dealing with sex and sexual practices And they contain explicit and pornographic expressions, in front of his mother, who included him with bullying, bashing, and reprimand for his excessive significance to him and his attachment to it" (Berge et al.: 2018, pp. 299-308).

We discern from this ideological reference that the father says to his son Nadim, warning him of communism and the Communists: ((They work until they strip me - I am your father - not only from my fields, my gals, my mill, my house, but even from this knife and fork that are in my hands ... because I am a feudal lord, And so they are supposed to strip you of everything .... everything, even from this dishdasha.))

The father belongs - in his narrative present - to a past generation, but he still celebrates all the legacies left by his grandparents, while the son (the narrative counterpart of the father) is represented by his adherence to the present that he wants to be prosperous by moving away from the ancient heritage with principles that do not correspond to the present that Son wants it (Krahé: 2020).

There is an intellectual and radical difference between their orientations, the father with what he stores of memories and inheritance, and the son with what he wants to obtain from his time is not from the time of the fathers and grandparents, the father adheres to his past, and the son announces the will and determination to adhere to his present, and this adherence - between the two - is a trend towards a future Each of them looks at how the narration runs.

For the novelist to deepen the position of the father - in harmony with his past and involved in it to the extent of the marrow - we find that he puts the narration on his own - occupying a wide narrative space in the narrative narration, and the vision of the son becomes reduced, besieged, and narrowed his role as a living being who has the right to defend a project/model and ignores it (Berge et al.: 2018, pp. 299-308).

The father's bullying ranges between verbal and physical bullying after a notebook falls into his hands without regretting the news of suicides, lunatics, and prostitutes directed to him and in the form of denial

questioning about the reason that prompted him to collect these abnormal things to defame people, reminding him of the scandal of his love for books full of everything He is indecent and joining the Communists, and justification for mentioning some of the names of prostitutes (Firdous and Hajar) without seeing or warning, other than his father caused by the pain that mentioning these names caused the pain (the father) sought to forget over many decades saying:

((Weren't you convinced by the scandal of your love of books full of obscene things, to contaminate after that my reputation for joining the Communists and those like that messenger Farid Imran, to prevail, this time, the pages of this notebook with the illusion that your sick imagination inspired you of the abominations? (Krahé: 2020)

Nadim did not understand, because of his confusion, what his father meant by his strange words; He kept looking at him when he was confused.

- Does it make sense for my son - I, Alexander Beck - to personally defame me?!

Nadim was stunned by these words, which he did not understand. He turned back, showing his mother a pleasing look, but she seemed more ignorant of what was going on (Halabi et al.: 2018, pp. 94-101).

" What is the justification for compiling these anomalies and underlining them between the two notebooks? Is the city vacated, which requires pride and joy, other than suicide, insane, and prostitute's news, as well as your nightmares? (Al-Fayez: 2017)

## **DISCUSSION**

The justification that called on the son to compile these anomalies and underscore them in a notebook may be due to the arbitrariness caused by the father's bullying ((The father who continues to reprimand his son for his failure in his lessons, and uses all the harsh methods that hurt his feelings, or strike him at times, all these pressures all It will surely result in a negative feeling or action, such as the son's refusal of the school idea forever, or he may resort to leaving the house, drug use, or other negative behaviors that will lead to the destruction of his future)). There is a range of emotional and social effects that bullying causes on others, including ((finding difficulty in getting friendships, low self-esteem, and self, feeling angry, bitterness and weakness, impotence, frustration, and isolation, thinking about suicide; due to injury by writing, trying to drink alcohol and taking drugs" (Al-Rikabi: 2016).

The authority of the author appears important in its place when he chooses the names, so the name "Iskandar Beik" mentioned the attributes of strength and ferocity in which there is a clear assignment to "Alexander the Macedonian". Alawiya, which Iskandar Beck calls his wife to Arab nationalism, so the writer's reference to it has intended dimensions in referring to her historical and lexical reference.

As he exchanges his father, Nadim asks himself how his notebook fell into his hands.

Wow! How did his notebook fall into his hands?

Nadim asked himself as he looked at his father.

This text shows us the state of anxiety, fatigue, and tension experienced by the bully, revealing the depths of the soul and the thoughts and questions that go into it. ... most of it is interrupted by direct dialogue between the characters of the novel, so it exercises its external nature without the emergence of an internal crisis, and when the character is alienated ..., it enters into a conflict and an acute crisis that expresses its internal components, which he could not express in a direct dialogue, because such methodologies are an integral part of aspects Direct dialogue)).

Say! Silence will not help you (Horowitz: 2017).

- I do not ask you whether it is a notebook or not, but rather ask you about what prompted you to collect these abnormal things to defame people?!!

He hardened his saliva and turned towards his mother again before saying:

- These are things that happened ... and these people lived in the city ...

- And who told you otherwise?



His father roared and got out of his way. Throwing the notebook into his face:

((Roaring and roaring: The lion's voice from his chest .... and he heard roaring and roaring: shouting and angry)), and this meaning corresponds to the term bullying, which means ((bullying a person: tiger; anger and misfortune of his creation, became like an angry tiger ...." (Jaafar: 2010).

- But what is the motive for referring to the stories of prostitutes ...

What is the justification for mentioning some names without seeing or warning?

Nadim had no answer. Rather, he kept exchanging views with his father, thinking about the secret of these two mysterious women whose mention had raised his father in such an incomprehensible way!" (Halabi et al.: 2018, pp. 94-101)

At night, while they were having dinner, his father, in turn, touched on the issue of what happened to the deterioration of morals, that people no longer care about norms and traditions; otherwise, how is it correct to bury an exiled exile for belonging to a party that has nothing to do with Islam in a Muslim cemetery?) (Biroli: 2018, pp. 681-685). His mother objected to Shyly pointed out that the deceased's weirdness requires Muslims to embrace him, not reject him, and his father commented sarcastically as he carefully cut the flesh on his plate with a fork and knife:

If the husband deliberately responds to the wife with this hostile tone, it reveals a confusing relationship in a way that is between them, and in the text, there are narrative angles in which we discover the husband's behavioral and bullying features with the wife (Al-Rikabi: 2016). In a narrative clip, the wife recovers an old conversation that took place between her and her husband at the beginning of their marriage, in which she shows her bullying, saying:

(I waited two days; even if I was sure that your father had fully recovered, I explained to him my decision to return to my father's house and stay there for some time, so he gave me a frightening look, and he said:

The house that you are leaving you cannot go back to it with strength and honor whenever you want).

The text reveals the wife's attempt to contain the husband's bullying position, and help him to overcome the health crisis that afflicted him, and to stand by his side to regain his health, in return, the bullying husband followed the method of threats and intimidation if she went to her father's house even if it was for a specific period, the threat and the promise are a sign of Signs of marital bullying (Naem & Janoory: 2019).

## **CONCLUSION**

Study the theoretical dimension of the term bullying and the possibility of applying this to the novel is an attempt to link what is psychological with what is a written response, that is, if the idea arises from the term paper to the surface of the plate according to in-depth visions examining verbal emotions to form a form of enlightenment through the word spread inside the context, and methods The bullied was affected after responding to and hearing the bully. Bullying is a phenomenon at present that has negative aspects in society. Literary creativity should highlight this phenomenon and explain its negative aspects well. The bully's character needs to discover herself in the mirror of literary creativity because she often does not feel it. The creative side should have a role in exposing the dark aspects of the characters that can achieve the integration of science.

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## **BIODATA**

**S.H. JAWAD:** Siham Hassan Jawad educated Language of Arabic at Arabic Department, College of Art, University of Samarra, Samarra, Iraq. He is a Lecturer at the Arabic Department, University of Samarra, Samarra from 2005 to the present. His research interests are History and Identity readings in the novel, and Poetic and prose commandments.

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# Symptoms of psychological burden on health care providers regarding Covid-19

*Sintomas de carga psicológica en los proveedores de atención médica respecto al Covid-19*

**M. M. AL-MERAB**

<https://orcid.org/0000-0003-4987-0309>

MMALmreab@pnu.edu.sa

Princess Nourah bint Abdulrahman University, Arabia Saudi

**A. M. HAMZA**

<https://orcid.org/0000-0001-6149-0902>

Princess Nourah bint Abdulrahman University, Arabia Saudi

**H.A. ELSAYED**

Princess Nourah bint Abdulrahman University, Arabia Saudi

**Z. AHMED MOHAMED**

Princess Nourah bint Abdulrahman University, Arabia Saudi

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### ABSTRACT

The COVID-19 pandemic has affected an increasing number of healthcare providers. However, they face vast physical and psychological challenges. Therefore, we assessed healthcare providers' symptoms of psychological burden concerning their response to the COVID-19 pandemic. A sample of healthcare providers completed the Depression Anxiety Stress Scale online. Analyses were performed on participants' psychological burden symptoms since the COVID-19 outbreak. COVID-19 caused a relatively significant level of psychological burden among healthcare providers. Analyses showed that academic qualification was the main factor affecting this burden. Applying the online program could reduce the psychological burden on healthcare providers.

**Keywords:** Healthcare providers, psychological burden, coronavirus, stress, depression.

### RESUMEN

La pandemia de COVID-19 ha afectado a un número creciente de proveedores de atención médica. Sin embargo, enfrentan grandes desafíos físicos y psicológicos. Por lo tanto, evaluamos los síntomas de carga psicológica de los proveedores de atención médica con respecto a su respuesta a la pandemia de COVID-19. Una muestra de proveedores de atención médica completó la Escala de estrés, ansiedad y depresión en línea. Se realizaron análisis de los síntomas de carga psicológica de los participantes desde el brote de COVID-19 que causó un nivel relativamente significativo de carga psicológica entre los proveedores de atención médica. Los análisis mostraron que la calificación académica fue el principal factor que incidió en esta carga. La aplicación del programa en línea podría reducir la carga psicológica en los proveedores de atención médica.

**Palabras clave:** Proveedores de atención médica, carga psicológica, coronavirus, estrés, depresión.

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## **INTRODUCTION**

Since the first case of the novel coronavirus, SARS-CoV-2, also known as coronavirus disease 2019 (COVID-2019), was detected at the end of 2019 in Wuhan, Hubei Province, China, the number of new cases out of China has increased rapidly. The World Health Organization (WHO) Emergency Committee declared COVID-19 a global pandemic on March 11, 2020, and it has affected all countries worldwide. To date, there have been 1,918,138 confirmed COVID-19 cases and 123,126 deaths globally.

Hospital workers, especially physicians and nurses, were more susceptible to psychological disorders after treating patients with SARS more than a decade ago (Verma et al.: 2004, pp. 743-748).

Hence, knowledge of healthcare workers' current psychological state is vital (Lu et al.: 2020, pp. 33-40). Healthcare Providers specifically involved in the diagnosis, treatment, and care of patients infected with COVID-19 are at noteworthy risk of contracting the virus and possibly spreading it to their family or friends. (Neto et al.: 2020). In addition, working in tight spaces, having to wear personal protective equipment, and attending to anxious patients adds to the burdens placed on healthcare providers (Wang et al.: 2020, p.1729).

Healthcare providers' mental health is the foundation of a well-functioning health care system. As a result of the coronavirus pandemic, healthcare providers are under immense strain from heavy workload coupled with increased healthcare expenditures (Moazzami et al.: 2020). Thus, the enormous challenge of COVID-19 could lead to healthcare providers' psychological burden (Lu et al.: 2020, p.33-40).

The most common reasons of psychological burden among healthcare providers include long hours of work, sleep disturbances, physical fatigue, lack of personal protective equipment, patients with negative emotions, confusion, isolation, discrimination, and the fear of becoming infected and infecting their family (Conversano et al.: 2020, p. 1900; Du et al.:2020; Kang et al.: 2020, p.14). The more obstacles they face, the greater the chance that pressure may be internalized, causing mental health problems such as stress, anxiety, and depression (Chen et al.: 2020, pp.198-204; Liu et al.: 2019, p. 22-27; Moore et al.: 2020, pp. 1-8; Wu et al.: 2020, pp.3-6). Healthcare providers' psychological burden also has serious consequences for patients and could cause a devastating collapse of the medical system (Patel et al.: 2018, pp. 76-89).

Considering these risks, it is important to reflect on the experiences of healthcare providers, identify the similarities and discrepancies between the experiences of various groups of healthcare providers, implement tailored interventions and provide consistent and comprehensive support to healthcare providers to attend to their physical and healthcare needs during the COVID-19 pandemic COVID-19 (Xiong and Pen: 2020, pp. e740-e741). Healthcare providers can experience stress, depression, and anxiety when faced with COVID-19 infected patients (Moore et al.: 2020, pp. 1-8; Wu et al.: 2020, pp. 3-6). The present study aimed to investigate the psychological burden levels of healthcare providers during the Covid-19 outbreak.

## **METHODOLOGY**

### **Study Aim**

This study aimed to determine the effect of the COVID-19 outbreak on healthcare providers' psychological burden.

### **Participants And Procedures**

A cross-sectional survey was designed to analyze the psychological responses of healthcare workers and related factors during the COVID-19 outbreak. We used an online survey to reduce face to face encounters and to promote the involvement of busy healthcare workers who were working in hospitals in Riyadh, Saudi Arabia. The survey was shared among various social network groups of healthcare providers from varied specialties. At the beginning of the survey, all respondents indicated their willingness to participate. Data were collected from August to September 2020. The response rate was 87.8%, which resulted in a sample of 310 healthcare providers.

The total number of participants in Riyadh hospitals was 1500, which was calculated using Epi Info (version 6.04) computer software. With an expected frequency of 50% and a confidence level of 95%, the estimated sample size was 310. Statistical analyses were performed using SPSS version 25.0. Data are presented using descriptive statistics in the form of means and standard deviation for quantitative variables.

### Ethical Considerations

The research proposal was approved by the Institutional Review Board of Princess Norah Bint Abdul Rahman University (no. RO2020-P-009). Participants faced no risks owing to participation, and the study followed the common ethical principles associated with clinical research. Written consent was obtained from participating healthcare providers after we explained the nature and purpose of the study, that confidentiality and anonymity would be assured, and that they had the right to withdraw from the study at any time.

### Survey Instrument

Sociodemographic data were collected, including age, specialty, years of experience, academic qualification, shift type, and daily working hours since the outbreak.

The Depression Anxiety Stress Scale (Lovibond and Lovibond: 1995) was used to assess the status of participants' psychological burden. A scale is a self-report tool containing 21 items that assess three constructs: depression, anxiety, and stress (seven items each). Items consist of statements referring to the previous week, and participants are asked to report the most appropriate option: "0" = it is not suitable for me, "1" = it is a little bit suitable for me, "2" = it is usually suitable for me, and "3" = it is completely suitable for me. A score of 5-6 indicates minor depression, 7-10 indicates moderate depression, 11-13 indicates acute depression, and  $\geq 14$  indicates very acute depression. Scores were added for each scale to produce a total score, and higher scores indicated a more severe psychological burden.

Cronbach's alpha was used to measure reliability:  $\alpha = .91$  for depression,  $.81$  for anxiety, and  $.85$  for stress. An explanatory factor analysis was conducted to assess construct validity.

The correlations between sub-dimensions were  $.39$  for depression-anxiety,  $.32$  for anxiety -stress, and  $.48$  for depression-stress.

## RESULTS

### Participants' Characteristics and DASS-21 Scores

Table (1) shows participants' characteristics. Table (2) shows participants' scores on the DASS-21.

	n	%
Age (years)		
20- 30	73	23.5
31- 40	79	25.5
41- 50	87	28.1
> 50	71	22.9
Mean $\pm$ SD	2.50 $\pm$ 1.08	
Academic qualification		
Bachelor	34	11
Higher Diploma	24	7.7
Master	174	54.8
Ph.D.	79	25.5
Others	3	1
Mean $\pm$ SD (Range)	2.97 $\pm$ 0.90	

Years of experience (years)		
1-5	59	19
6-10	106	34.2
>10	145	46.8
Mean ± SD (Range)	2.27 ± 0.76	
Specialty		
Physician	86	27.7
Psychologist	39	12.6
Social workers	30	9.7
Nurse	88	28.4
Physiotherapist	30	9.7
Medical assistance services	37	11.9
Mean ± SD (Range)	3.13 ± 1.69	
Work hours		
5 -10	132	42.6
> 10	178	57.4
Shift type		
Morning	93	30
Evening	25	8.1
Full-time	188	60.6
Night	4	1.3
Mean ± SD (Range)	1.57 ± 0.49	

\*SD: standard deviation

Table (1).: This table shows that 28.1% of the study sample age ranging from 41-50 years  $2.50 \pm 1.08$ . More than half of the study sample was a master's degree, 54.8%.  $2.97 \pm 0.901$ . According to specialty, 28.4% of the study sample was nurses  $3.132 \pm 1.69$ . In relation to the year of experience was more than ten years with 46.8% of the study sample  $2.27 \pm 0.763$ . Nearly more than half of the 57.4 work more than 10 hours. The majority of them were working full time (60.6 %), with  $1.57 \pm 0.49$ .

**Table (2).** Participants' Scores on The DASS-21 (N = 310).

Dimensions	Mean	Standard deviation	t	P
Depression	1.4033	3.2224	49.704	< .001
Anxiety	4.0806	2.3462	48.173	< .001
Stress	5.2742	2.8545	32.234	< .001
Total	10.7581	7.1897	50.795	< .001

#### DASS-21: 21-item Depression Anxiety Stress Scale

Table (2). Looking at the above table, we find that the general characteristic of all dimensions (depression, anxiety, stress) was a function of a low degree, as well as the total sum of the dimensions, where the number of the sample = 310, and the value of (T) test for all dimensions and the total came respectively = (-49.704, -48.173, -32.234, -50.795) at the level of significance = 0.000, which is a statistically significant difference in correlation between depression, stress, and anxiety among the study sample.

Table (3) shows the results of analyses of variance and Mann-Whitney U tests concerning various sociodemographic characteristics and their association with depression, stress, and anxiety scores. Depression was significantly associated with participants' age, specialty, academic qualification, years of

experience, working hours, and shift type. Stress was significantly associated with participants' age and academic qualification, and years of experience.

**Table (3):** ANOVA and Mann-Whitney U Test Results of Sociodemographic Characteristics Concerning Depression, Anxiety, And Stress (N = 310)

	Age (ANOVA)	p
Depression	5.361	< .001
Stress	3.209	.02
Anxiety	2.260	.08
Specialty (ANOVA)		
Depression	2.532	0.03
Stress	1.685	0.14
Anxiety	2.293	0.05
Academic qualification (ANOVA)		
Depression	10.116	< .001
Stress	11.011	< .001
Anxiety	2.800	.03
Years of experience (ANOVA)		
Depression	4.709	.01
Stress	1.391	.25
Anxiety	3.537	.03
Working hours (Mann-Whitney U test)		
Depression	3.381	< .001
Stress	1.165	.24
Anxiety	1.134	.26
Shift type (ANOVA)		
Depression	3.192	.02
Stress	1.368	.25
Anxiety	2.515	.06

ANOVA: analysis of variance

Looking at the above table, we find that there are statistically significant differences in the dimension of depression and stress, while there are no differences in the dimension of anxiety and the total sum of the dimensions, where the value of (P) for the dimension of depression = 5.361 at a significance level = 0.00, which is a statistical function in favor of age from 20-30 Years, we also find the value (q) for the stress dimension = 3.209 at a significance level = 0.00, which is a statistical function in favor of age from 51 and over. In contrast, there are no statistically significant differences in the dimension of anxiety and the total sum of the dimensions, where the value of (P) for the dimension of anxiety = 2.260 at the level of significance = 0.08, which is not a statistical function. It is a statistical function. For specialty, we find that there are statistically significant differences in the dimension of depression and anxiety, while there are no differences in the dimension of stress and the total sum of the dimensions, where the value of (P) for the dimension of depression = 2.532 came at a significance level = 0.03, which is a statistical function in favor of medical services. We also find the value (q) for the anxiety dimension = 2.293 at a significance level = 0.05, which is a statistical function in favor of a psychologist. While there are no statistically significant differences in the dimension of pressures and the total sum of the dimensions, where the value of (P) for the dimension of pressures = 1.685 at the level of significance = 0.14, which is not a statistical function, we also find the value of (P) for the total sum of the dimensions = 2.174 at the level of significance = 0.06 which is a statistical function.



We also find that there are statistically significant differences in all dimensions (depression, anxiety, stress) as well as the total sum of the dimensions, where the value of (P) for three dimensions, respectively, = (10.116, 2.800, 11.011, 7.987) at the level of significance = ( 0.00 and 0.03) which is a statistical function, so there are statistically significant differences in depression in favor of others, and there are also statistically significant differences in anxiety in favor of a bachelor's, and also there are statistically significant differences in pressures in favor of a higher diploma, as well as there are statistically significant differences in the total number of dimensions in favor of a diploma. For the year of experience, we find that there are statistically significant differences in the dimension (depression, anxiety, as well as the total number of dimensions), where the value of (q) came to them, respectively = (4.709, 3.537, 3.709) at the level of significance = (0.01 and 0.03), which is Statistical function, then there are statistically significant differences in depression in favor of 1-5 years, and there are also statistically significant differences in anxiety in favor of 1-5 years, and there are also statistically significant differences in the total number of dimensions in favor of 1-5 years. While there are no statistically significant differences in pressures attributed to years of experience, where the value of (P) for the stress dimension = 1.391 at a significance level = 0.25, which is not a statistical function.

There are statistically significant differences in the total depression dimension, while there are no differences in the anxiety and stress dimension, as the Mann Whitney value for the depression dimension = 9364,000 At significance level = 0.00, which is a statistical function in favor of 5-10 hours, we also find the Man-Whitney value for the total = 10108,000 at significance level = 0.03, which is a statistical function in favor of 5-10 hours. While there are no statistically significant differences in the dimension of anxiety and stress, as the value of Mann Whitney for the dimension of anxiety = 10928.500 at a significance level = 0.26, which is not a statistical function, we also find the value of Mann Whitney for the dimension of stress = 10860,000 at a significance level = 0.24 which is not a statistical function.

In relation to shifting type, we find that there are statistically significant differences in the dimension (depression, the total sum of dimensions), where the value of (q) for them, respectively, = (3.192, 2.859) at the level of significance = (0.02 and 0.04), which is a statistical function, then there are statistically significant differences in depression in favor of the evening period, and there are also statistically significant differences in the total in favor of the evening period. In contrast, there are no statistically significant differences in the two dimensions of anxiety and stress due to the working period, where the value of (q) for the dimension of anxiety = 2.515 at a significance level = 0.06 and the value for (q) for the dimension of stress = 1.368 at the level of significance = 0.25, which is not a statistical function.

**Table (4).** ANOVA and Mann-Whitney U Test Results of Sociodemographic Characteristics Concerning Depression, Anxiety, And Stress (N = 310)

Dimensions	N	Hypothetical mean	M(SD)	t	p
Depression	20	10.5	4.95 (7.0597)	-63.379	< .001
Worries	20	10.5	5.40(6.3362)	-70.298	< .001
Stress	20	10.5	5.30 (5.7592)	-77.419	< .001
Total	20	31.5	15.650 (18.422)	-3.848	< .001

Looking at the above table, we find that the general characteristic of all dimensions (depression, anxiety, stress) was a function of a low degree, as well as the total sum of the dimensions, where the number of the sample was = 20, and the value of (t) test for all dimensions and the total respectively = - 63.379 70.298, -77.419, -3.848) at the level of significance = 0.000 which is a statistically significant function.

Consequently, through a comparison between the spoken value and the arithmetic mean of each disorder, it becomes clear to the researcher that there is a clear reduction in the mean of all disorders than its spoken value, which indicates that the treatment program is effective in reducing these disorders that were measured.

The researchers explain from this result that the online therapeutic program was effective in treating the disorders to which the program was applied.

## **DISCUSSION**

Although primary care providers are exposed to clinical burnout, prolonged stress, trauma, and physical and mental fatigue, those who are treating patients with COVID-19 face ethical tension that can lead to continued emotional stress, likely resulting in excessive fatigue (Moloney et al.: 2020, pp.1-13). The current results of the DASS-21 scores showed significant correlations between all three dimensions: depression, anxiety, and stress. These findings were in accordance with those of Elbay et al.: (2020, pp. 25-39), who indicated that 64.7 % of physicians had depressive symptoms, 51.6% had anxiety, and 41.2 % had stress-related symptoms in the early period of the outbreak in Turkey. In addition, in accordance with Wu et al.: (2020, pp. 3-6), frontline healthcare professionals experience psychological distress owing to an increased risk of COVID-19 infection and working in high-risk primary care medical settings.

Regarding age, our results revealed significant differences in the dimensions of depression and stress but not anxiety or total DASS-21 score. Specifically, those who were aged 20-30 years were more depressed than their counterparts. These results coincide with those of Elbay et al.: (2020, pp. 25-39), who found that age was associated with the DASS-21 subscales. Further, those who were aged > 50 years were more stressed than their counterparts.

Regarding specialty, our results revealed significant differences in the dimensions of depression and anxiety but not stress or total DASS-21 score. Specifically, those who specialized in medical services were more depressed than their counterparts. Further, psychologists had more anxiety than did their counterparts. These findings were in accordance with Alkhamees et al.: (2020, pp. 42-63), who found that 27.9% of medical providers had higher scores on the stress, anxiety, and depression subscales.

Regarding academic qualification, our results revealed significant differences in all three dimensions and total DASS-21 score. Specifically, those who reported "other," "a bachelor's degree," and "a higher diploma" in medical services were more depressed, anxious, and stressed than their counterparts, respectively. Further, those who held "a diploma" scored higher on the DASS-21 than did their counterparts. In accordance with Olum et al.: (2020, p.181), 62% were medical doctors, and 92% had at least a bachelor's degree. Overall, 69% had sufficient knowledge to experienced depression, stress, and anxiety.

Regarding working hours, our results revealed significant differences only for depression. Specifically, those who worked 5-10 hours a day were more depressed than their counterparts. In accordance with Kunaviktikul et al.: (2015, pp. 386-393), DASS-21 total and subscale scores in frontline workers were associated with increased weekly working hours.

Regarding shift type, our results revealed significant differences for depression and total DASS-21 score. Specifically, those who worked in the evening were more depressed than their counterparts. In accordance with Elbay et al.: (2020, pp. 113-130), DASS-21 total and subscale scores in frontline workers were associated with increased weekly working hours, and providers' shift-type was associated with DASS-21 total scores.

## **Limitations**

Our cross-sectional design limits our ability to follow-up with participants. The data collection phase of the study was completed within 30 days. The data collection phase of the study was completed within six days. Given the time-sensitivity of this emergency situation, we analyzed the psychological symptoms and related causes of healthcare providers promptly. Furthermore, selection bias is a possibility, and the results should be generalized with caution.

## CONCLUSION

Worldwide, COVID-19 poses a major public health problem as it is very complex and contagious. Researchers should focus on healthcare providers' psychological burden, including the key factor that is associated with their stress, anxiety, and depression: academic qualification. Notably, shift type, working hours, age, and specialty were also associated with increased depression.

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## BIODATA

**MONERAH MOHAMMAD AL MERAB:** Associate Professor of Psychology at Princess Noura Bint Abdul Rahman University, former Dean of Girls' Colleges at the University of Hail, Deputy Director of Pre-University Education at Princess Noura Bint Abdul Rahman University, Former Head of Field Training in the Department of Psychology, Chairman of the Department's Scientific Research Committee, Member of the Scientific Society Saudi Arabia for Psychological Counseling, a member of more than one society serving the community, a member of the Women and Autism Spectrum Committee, a member of the committee to create a postgraduate program in the department. My interests are scientific research in the field of mental abilities. Website: [www.faculty.uoh.edu.sa/m.almerab](http://www.faculty.uoh.edu.sa/m.almerab). Email: [MMALmreab@pnu.edu.sa](mailto:MMALmreab@pnu.edu.sa). [drmoneraa@hotmail.com](mailto:drmoneraa@hotmail.com)

**A. M. HAMZA:** Ahmed Hamza (PhD) is currently an Associate Professor of Psychology, King Salman Institute for Studies and Consulting Services, Majmaah University. Princess Nourah bint Abdulrahman, Saudi Arabia. Her research interests include DIAGNOSTIC AND STATISTICAL MANUAL OF MENTAL DISORDERS ,DSM-5 , and psychological measures. Her research has appeared in the Journal of Religion and Health (2018) International Journal of Innovation, Creativity and Change(2020).

**H. M. AL-SAYED:** Hala Abd Ellatif Elsayed received her B.Sc. degree in Education from Suez Canal University, Egypt, in 1995 and Ph.D. degree in Clinical Psychology from Suez Canal University, Egypt, and University of Cincinnati (Channel) in 2010. She had published papers in Egypt and international Journals in the field of Clinical Psychology, presently; She is Associate Professor in Clinical Psychology Program / College of Health and Rehabilitation Sciences / University of Princess Nourah Bint Abdulrahman

**Z. A. MOHAMED:** Zamzam Ahmed Ahmed received his B.Sc degree in psychiatric and mental health nursing from Assiut university Egypt, in 2000 and M.Sc. degree in psychiatric and mental health nursing from Assiut university Egypt, in 2005. He had published papers in international Journals of nursing science in the field of mental health nursing, presently; received PhD degree in psychiatric and mental health nursing child psychology in 2013 and received Assistant professor degree in 2018 now assistant professor in psychiatric and mental health nursing and work in clinical psychology in health and rehabilitation science in princess noura bint Abdulrahman university.

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## ARTÍCULOS

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REVISTA INTERNACIONAL DE FILOSOFÍA Y TEORÍA SOCIAL  
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# Challenges of the present and future perspectives of the English language

*Retos de las perspectivas presentes y futuras de la lengua inglesa*

**RAGHAD KHALAF ULAYWI**

<https://orcid.org/0000-0002-4499-8517>

[raghadelewi2013@gmail.com](mailto:raghadelewi2013@gmail.com)

*Al-Sadiq University, Baghdad, Iraq*

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### ABSTRACT

Globally, the ascendancy of the English language leads to the violent commotion, which is minatory in the present and near future. In addition, the English language needs to be survived and flourished by professional people (teachers). The qualifications of an English language teacher are essential in this aspect. The numbers of good qualifications for the teacher are as follows; he should be secured, stimulated, and independent. The innovative teacher has a lot of information and feels highly confident with his students. Therefore English is a unique and yarn language that needs the essential qualities to continue surviving in the present and forecast the future.

**Keywords:** English language, english language teacher, challenges, present, future perspectives.

### RESUMEN

A nivel mundial, el predominio del idioma inglés conduce a una conmoción violenta que es insignificante en el presente y el futuro cercano. Además, el idioma inglés debe ser sobrevivido y prosperado por personas profesionales (profesores). Las calificaciones de profesor de lengua inglesa son fundamentales en este aspecto. Los números de buenas calificaciones para maestro son los siguientes: debe ser asegurado, estimulado e independiente. El maestro innovador tiene mucha información y se siente muy seguro con sus alumnos. Por lo tanto, el inglés es el idioma único e intrincado que necesita las cualidades esenciales para continuar sobreviviendo en el presente y el futuro.

**Palabras clave:** Idioma inglés, profesor de idioma inglés, desafíos, presente, perspectivas futuras.

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## INTRODUCTION

Crystal (2000) elucidates the significance of the English language in the modern world as it is used by many speakers as modes of negotiation appropriately (MANN: 2017). It plays a large range of roles, not only locally but also internationally. It is equal to the spread of Latin in earlier times. Presently the importance of the English language is obvious as it is used in many fields as planning agencies, the print media, the raise literature world, public education, and teacher qualification & education. Cultivation of the English language means increases its position and makes it occupies a central role in modes of communication (Huang: 2018).

English language, as a language of cross-cultural communication, is used to stimulate and foster mutual tolerance and understanding. It occupies a broad range of orientations. These orientations provide a contemporary picture to identify major trends and challenging issues about insights of English language teachers and English language recently (Sumardi et al.: 2016, pp. 319-331).

Most importantly, the English language considers at the top position of languages in the world. It is used in at least 88 countries as an official status. Also, it is used for international diplomacy & international organizations. It is the dominant language of science, technology, medicine, academic scholarship (Bogulski et al.: 2014, pp. 1052-1067).

English has shifted hugely as a new trend as a 21st-century innovation to continue for the foreseeable future. From this standpoint, we will expect future direction in English language teaching and discuss the role of teacher qualification in this trend (Jabbarova: 2015, pp. 1-4).

One of the current challenges that threaten the English language is teacher qualifications. From the first day of teaching, a teacher should have the confidence and willingness to lead the class actively. He has a strong personality to reflect his ability to control the students in the class. He plays the role of orchestra leader; therefore, the flow of language should be natural and musically toned. Another beneficial trend in teaching English is the teacher as a motivator factor in class. He motivates learners to learn without pressure. So motivation is a crucial trend in English language teaching. Motivation is beneficial when the teacher supplies necessary exposure to English learners' enjoyment and interest (Mourão: 2016, pp. 425-44).

Printer (2006:11) suggests that English language success is due to valuable, significant, and irrefutable language. Fluency is another beneficial trend that should be available to teachers of the English language. A proficient English teacher has the quality to lead the whole class with a high level of fluency, .i.e., he should control lessons, clarifications orally. Therefore qualified teacher is one of the core prospects in life (Cameron; 2003, pp. 105-112).

Nowadays, English language teaching qualifications and English language can be considered as the main challenges globally in all countries. Teacher qualifications are concerned with English language proficiency and ability to develop his qualifications through engaging himself in successful new developing programs in order to enrich and raise the level of teaching skills. Qualified teacher concludes human qualities of empathy, patience, humility and authority (Schlepppegrell: 2020, pp. 17-2).

Crystal evaluates all languages, including the English language, as the cornerstone of the world's cultural heritage. Every language offers a rich and unique insight into various ways of thinking and living as well as the history of the myriad of cultures and people across the globe (Benesch: 2017).

Today new teacher trends draw as teaching innovations such as philosopher, guide, friend, facilitator, and manager. Teacher education will bridge the inner and outer world. Another new trend is an evaluator teacher who is a new vision of qualifying teacher (McAlpine: 2018). Developing any language requires a professional task that is taken by successful people who have a specific set of features. Those professional people, namely teachers, improve themselves through education. Thus improving any language depends on language teachers. Pedagogically the aim of this language is to break down the monotony and lead students to take lively participation in class as one of the successful qualities of a good teacher. The English language is globally used all over the world.

## METHODOLOGY

### Significance of English Language

All over the world, the English language occupies an official language status. It controls every aspect of life. It considers the most global familiar parlance. In order to facilitate students' communication, the English language is used as a vehicle for conveying information to humans. The English language is essential to all aspects of education that many countries try to focus on developing well-educated learners in English. It is the most dominant language at all levels of education. Specialists in education elucidate that a successful curriculum (material in English) should be graded according to principles of difficulty; thus English language is the main medium of instruction. Moreover, language measures by its references, so the availability of references stimulates students' learning. It facilitates the positive learning of English. Also, it provides a great wealth of enjoyment. English language becomes more fun and interesting because of the availability of teaching aids such as enjoyable books, films, new equipment that change learners' life into a new frame. Learners can arise with new perspectives and orientations to build English language requirements. In addition, the English language conveys social and cultural values. It is the cultural language because it views various cultural uses as war language, international language, global internet usage, entertainment tongue, travel, and tourism (Sifakis: 2019, pp. 288-306).

Teacher motivation is an important affective factor in language education. The role of the teacher here is to shift or get with a person to make such choices, to involve in action, to enlarge effort, and continue in action. Positive motivation means language learners' success and learning efficiency, while negative motivation decides defeat in learning a language (McCauley et al.: 2019).

The English language opens the main window on the world. It provides information about different progress that happens in the universe. It places at the top of the pyramid since it is used by most cultures. Given its significance, one billion people all over the world bleat it; therefore, in the present's universal world, the successful role of the English language would not be refused and denied. It is important to focus on the material or information that provides this language that is essential, specifically if one wishes to involve in the aspects of life. It is the solution to all problems that human-faced in the modern world. The way people learn English needs constant training and forbearance. As a modern language, it enables learners to train and command language actively to create qualified learners. Globally it is a vehicle of instruction that it is easy to access knowledge. Nowadays it considers the vast and rich message for documenting scientific discoveries. We can become aware that the English language has vital and dominating importance globally. It influences every aspect of human life. Inevitably its significance cannot be avoided since it draws nice and bright touches for present and future perspectives (Matsuda: 2017, pp. 64-77).

### Present and Future Characteristics of English Language Teacher

Researchers are wondering what the amazing qualities of a good English language teacher are:

1- Hopefulness is one of the qualities that inspire students to learn and pick up the English language. It is one of the humanistic features, especially when a learner noticing teachers' hopefulness is crucial as it propels more learning, even when learners feel demotivated themselves.

2- The teacher is only good as his content is. A good English teacher should be fluent. This feature is vital in many ways. A fluent teacher will increase class strength automatically. Most students are eager to listen to a person who speaks fluently and try to imitate him. Fluent teachers are less in number globally, and they have the ability to transmit lectures to learners with better findings (Galloway: 2017).

3- Good Correlation with learners'. An efficient teacher can establish a good relationship with his class. Trusting relation is essential to students to build a connecting bridge to the productive learning environment. Studies show that teachers who fondly care for their students have a significant effect on the students' motivation and orientation. They will work harder and more successful. So they learn the English language faster and more successful vital skills.



4- A good listener. Turkish proverb is, "if speaking is silver, then listening is gold." A good listener will gain many friends and fans. Students need to be productive learners. They need to speak, not listen to others. At the same time, teachers focus their attention on listening to students' responses. He begins to become a qualified teacher when he is a long-suffering person.

5- Caring Personality. Generally speaking, proficient teachers can establish a mutual relationship with their students. They can tolerate them sensitively, lovely, and warm-heartedness. These positive features of English teacher raise students' learning and development level (Yazan: 2018).

6- Good Sense of Humor. A proficient and qualified teacher has the ability to teach students with an acceptable sense of humor. He can control his behaviors, attitudes, and emotions. He can keep up with the spirit of humor as much as he could. Psychologically, a sense of humor enables teachers to break down the monotony of the students and make them more energetic.

7- Involvement in Lifelong Learning. It is one of the core competencies that teachers must gain. Proficient teachers' pay great attention to life activities. These activities are essential to learners as they feel less stress and without pressure on them. Also, lifelong learning activities stimulate individual productivity and learners' creativity. Students have much practice in the educational context; therefore, their pedagogical system can be flexible enough to prepare them to go on their education forever (Field et al.: 2009, pp. 181-202).

## **RESULTS**

In this research, the researcher can add other significant features to the English language teacher. He must be gentle, chivalrous, kind, benevolent, polite, mannerly, admired, honorable, respectable. Students should admire him. Admiration and love are important to both of them. Thus students do their homework, are obedient to their teachers, and lastly achieve greater outputs as well as results.

## **DISCUSSION**

Pedagogically, the proficient teacher has the ability to deliver educational material to students. So he needs to be familiar with the comprehensible input he is teaching, the curriculum, programs, models, content features that form classroom management components. Furthermore, a qualified teacher tries his best to do activities inside the class, i.e., what he is really done in class (Faез et al.: 2004).

An energetic teacher of English language impacts continuance; he can never say where his actions stop. He stimulates students to generate chances for communication skills, efficient and active learning. Another quality of global language is an intellectual tool that is vital to encourage learners to learn on their own experiences. Naturally, people are social creatures and connect with interpersonal relations, which is the core to succeed in the recent competitive world. Therefore an English teacher is a person who is polite, pleasant, practical, powerful, and innovative (Wong: 2016, pp. 165-178).

English language teachers positioned within English departments are an ideal status to offer qualified teachers in this language. This position enables it to attain the needs of students. An effective English language teacher should master all areas of qualified teachers consisting of pedagogical and educational aspects, personal characteristics, socio-affective and psychometric skills. The proficiency of an English language teacher is governed by certain features or qualities he has to create and build a successful teaching-learning process.

Numerous empirical studies have been conducted concerning the qualifications of the English language teacher. Nu'man (2017) suggests that there are new trends that have been supplemented by the English language and language teachers. Also he informs that there are many roles of the innovative teacher. Another

study was conducted by Phal(2018). He elucidates that there are good features of teacher education nowadays and future challenges of English language teaching (Bryfonski: 2020, pp. 492-511).

## **CONCLUSION**

This research has pointed the greatest challenges facing the English language as a global language. The researcher focuses on the role the English language played as a temple of learning. Different people from different parts of the world speak English. There is a necessity to know its importance as a global language on certain people, especially teachers; thus, it has become the global language as it is spoken by people of most countries all over the world.

The English language occupies the applicable area in Education. To focus on this aspect, the researcher focuses on English language teachers. English plays a predominant role in the field of education all over the world. It considers a compulsion to learn English as most of the resources of higher education are written in English. So English has been broadly used by students and teachers, and researchers around the world as English is the major medium used in the various fields of education, and it is the only language where the information is stored in the form of encyclopedias, books, and journals in both printed and electronic form. As there have been fast changes in the area of the educational system, the students can make use of the resources available all around the world. Moreover, the learners can learn the contents independently and develop their learning views. Recently, most of the students would favor studying in a foreign country to be in contact with foreign culture to exchange their views, ideas and to acquire a chance for gaining experience through communicating around the world and the English language is a good gain for them. Thus, students of the English language are stimulated to learn this language to promote their educational capabilities in all the areas of the world.

Another conclusion is that it is important to focus on most of the students; teachers and researchers prefer this opportunity to encourage their talents and information. So, there is also a probability for them to amend their linguistic skills. Thus, the significance of this language in the aspect of education is enormously applied in global areas of the world subject areas as most of the books are published in English.

The last conclusion is on teacher education and the necessity of engaging him with suitable qualifications. No doubt is needed for certain qualities that a teacher must have to succeed in his profession, such as a good relationship with students, good listener, strong personality, knowing the learners, commitment to lifelong learning, good sense of humor.

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- YAZAN, B (2018). "Criticality, teacher identity, and (in) equity in English language teaching". Springer International Publishing.

**BIODATA**

**DR.RAGHAD KHALAF ULAYWI:** received her B.A degree in English Language from the University of Baghdad,Iraq in 1999 and the M.A degree in Methods of Teaching English as a Foreign Language from University of Baghdad /College of Education /Iraq,in 2012.In 2017,she got her Ph.D degree in Education and Psychology /University of Baghdad /College of Education /Iraq.She had published many papers in International Journals in the field of ELT.Presently,she is a lecturer in English Language Department /College of Arts /Al-Sadiq University.

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### Sexual abuse and self- reconstruction: psychosocial study of Dorothy Allison's "Bastard out of Carolina" and Edmund White's "A boy's own story"

*Abuso sexual y auto-reconstrucción: estudio psicosocial de "Bastard out of Carolina" de Dorothy Allison y "A boy's own story" de Edmund White*

J.A. SHAFIQ

<https://orcid.org/0000-0001-5491-4287>  
Jinan.abdulla@sadiq.edu.iq  
Imam Jaafar Al- Sadiq University, Iraq

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#### ABSTRACT

Increasingly, there is more interest in studying the perverted sexual relationship; and their causes and effects. The social and psychological impact of such relationships should not be overlooked. Writers who write about such topics are usually inspired by personal experiences; the semi-autobiographical element is usually present in such works, whether Lesbian or gay, the novelist uses his story as a kind of thereby or catharsis in an attempt to seek equilibrium. In her novel *Bastard Out of Carolina*, Dorothy Allison tells a story of a girl who represents the novelist herself.

**Keywords:** Psychology, gay, lesbian, autobiography, therapy, sex.

#### RESUMEN

Cada vez hay más interés en estudiar la relación sexual pervertida; y sus causas y efectos. El impacto social y psicológico de tales relaciones no debe pasarse por alto. Los escritores que escriben sobre estos temas suelen inspirarse en experiencias personales; el elemento semi-autobiográfico suele estar presente en tales obras, ya sea lesbiana o gay, el novelista usa su historia como una especie de tal o catarsis en un intento de buscar el equilibrio. En su novela *Bastard Out of Carolina*, Dorothy Allison cuenta la historia de una niña que representa a la novelista.

**Palabras clave:** Psicología, gays, lesbianas, autobiografías, terapias, sexo

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## **INTRODUCTION**

Homosexual issues have become part of the psychological studies of human variety throughout the last few years. The most common terms for homosexual people are gay for males and lesbian for females; however, gay also refers to both homosexual males and females. This study is to shed light on understanding the psychological effects of sexual orientation, whether these studies are about lesbians or gay men, because these perverted relations are essentially related to psychological dimensions. (GARNETS & KIMMEL: 2003, pp. 1-21) The term 'homosexual' is originally a Greek and Latin mixture, with the first element derived from Greek 'homos,' which means "same" (not linked to the Latin homo, "man"). Thus the term, then, connotes sexual acts and affections between members of the same sex. (André: 2018, pp. 7-20). Studying homosexuality belongs to a gender study, a theoretical field dedicated to analyzing gender identity. It contains women's studies / including feminism, gender, and politics /, as well as men's and queer studies. Gender studies are influenced mainly by Sigmund Freud, and they are divided into three types; gender identity, gender expression, and biological expression sex. In other words, these categories are divided into social, biological, and cultural constructions.

Freud was the originator of psychoanalysis, and he introduced this new method of analyzing the human mind according to their; behavior, mentality, and dreams. Actually, personalities and self-identities are constructed mainly from childhood experiences. (MCGLYNN & RACKLEY: 2017, pp. 534-561, MARIE: 2020)

Mistreatment may cause loss of self-worth and create a defamed identity in victims; thus, abused individuals with same-sex predilections may be more willing to adopt another stigmatized identity. (Saewyc et al.: 2017, p. 115)

Sexual abuse for boys differs from that for girls in its psychological effect; when sexual abuse is committed by men, boys come to believe that homosexuality is normal. While sexual abuse for girls by male committers will cause the victim to suffer from a harsh, heartless sexual relationship with men. (Schröder et al.: 2018, p. 2417) An American psychologist, in his "Emerging issues in research on lesbians and gay men's mental health," says "gay men and lesbians suffer from more mental health problems including substance use disorders, affective disorders, and suicide." (Cochran: 2001, p. 939) These constructions prove that femininity and masculinity as gender actions are able to take different pictures according to the circumstances that surround them.

## **METHODOLOGY**

### **The psychological outlook of society**

Affection, erotic and sexual orientation can be understood only within the social environment. The medical term for homosexuality is transformed throughout history to be seen as a psychological diversion. (Savin-Williams: 1998, pp. 49-68) Most of the well-known literature on lesbian, gay, and bisexual adolescences and their parents focuses on the difficulties they face when the child discovers her/his sex attractions. In the situation of sexuality, lesbian refers only to female homosexuality. The term lesbian is taken from the name of the Greek island Lesbos, where the poet Sappho wrote mostly about her emotive relationships with young women.

The word "gay," on the other hand, seems to have its roots around the 12th century in England, originally is derived from the Old French word 'gay,' which is derived from a Germanic origin. The origin of the word means "joyful" or "bright." It was around the 1920s when the word started to take a new meaning that is related to sexual meaning, whether for men or women. Later by the 1950s, the word gay officially came to give the meaning of homosexual males, and the term at that time was associated with the disorder. (Cardell et al.: 1981, pp.488-494)

It is during the last two decades, public and scientific awareness for lesbian and gay lives and issues began appearing as knowledge for sexual identities. Such awareness would illuminate mental problems, which

may not only encompasses gender issues but across has racial, cultural, and social dimensions as well. (SCHALK: 2018) And many did write on such topics as a reflection of modern issues.

### **Dorothy Allison (1949): An Autobiographical Sketch**

Fifty years ago, it was hardly possible to identify a form of literature as 'Lesbian.' Although there are novels written by lesbian authors yet they could not be identified as such until the Women's Liberation Movement in the 1970s. At that time, Women began to produce their own literature, and lesbian writings were considered as part of literary tradition.

Lesbian writers have worked on popular genres in order to highlight lesbian as well as feminist concerns. Their novels deal with the reasons that lead to being lesbianism and are written into plots to be understood by the readers. Lesbian studies have become a category of feminism studies.

The feminist author and incest fighter Dorothy E. Allison (b. 1949) is a lesbian novelist, born in Greenville, South Carolina, to a single teenage mother, Ruth Gibson Allison, who was only fifteen years old at the time. Her mother was poor, trying different jobs to earn her baby's living. She worked as a waitress and cooked and soon, she got married. When Dorothy was five years old, she was a victim of stepfather sexual abuse. Since Dorothy was still young, she did not tell anyone till she reached eleven when she decided to tell her relative about it, and that relative told her mother. Ruth warned her husband to keep away from her daughter, but the stepfather resumed the sexual abuse, ongoing for five years. This act affected Dorothy for years and caused her to suffer mentally and physically. She suffered gonorrhea, which is an infection caused by a sexually transmitted bacterium that infects both males and females. Such an infection left her unable to have kids all her life.

When Dorothy Allison reached Presbyterian College, she hooked the women's movement and became a feminist. When she started to write, she used her life experience; her stepfather's sexual abuse, besides poverty, and her sexual abnormal desire became the fuel of her works. (Williams: 2020, pp 104-121)

In 1992 she published her first novel *Bastard Out of Carolina*, which turned into a film later on.

*Bastard Out of Carolina* is a semi-autobiographical pain story in which Dorothy decides to lift the veil on child abuse, something she experienced and suffered from. She portrays a little girl named Ruth Anne Boatwright and nicknamed 'Bone' who suffers from repeated physical and sexual abuse by Glen, her own stepfather. What gives the novel a rich imagination is that the novel is narrated by the child who is the victim herself. Bone is the eponymous 'bastard' of the novel's name, and we can feel what kind of feelings this kid suffers from and what is happening in her mind through her narration of the events. The child - victim starts questioning her individual identity; oscillates between sexual abuse and psychological breakdown. Actually, it is Dorothy's own history of abuse that can be seen reflected through Bone's eyes.

In the novel, Dorothy shows the ties between violence, loyalty, and love 'white trash' describing her community as "white trash." The act of narrating seems a conscious act of self – discovery, in which the victim child 'Bone' expresses the influence of the event on her personality and Identity afterward. (Bouson: 2001, pp. 101-123) In many places, Bone seems to be the novelist's mouthpiece, especially when she tries to stop that monster who violates her privacy, destroys her life, and distorts her identity, defying him: "you can't break me," I told him. "And you're never going to touch me again." (Dickinson: 2001, p. 75) Dorothy Alison claims that "under patriarchal law women who are molested during childhood start out as victims, and then victims become complicit with abuse and honor injunctions posed by perpetrators to dismiss the abusers' import or impact" (Dickinson: 2001, p.76). Bone describes her surroundings in her mother's house as if a prison; she feels that the houses they keep on moving to (because of poverty) are small and cold with 'small and close and damp-smelling...tract houses'. It is because that the child is psychologically restless; she has such feelings. On the other hand, she feels her aunt's house to be 'domestic space' and ... 'warm, always humming with voices and laughter'.

Dorothy's identity is not stable due to her changing experiences. It is the shameful feeling of guilt, and her silence is what hurts the little girl more. She hates that disgraceful act, but as a little girl, she cannot decide whether to talk about or remain silent. Her stepfather, while continue abusing her, tells her: "Mama wouldn't

know. More terrified of hurting her than of anything that might happen to me, I would work as hard as I can to make sure she never knew". According to Gilmore, if a child is still young, fathers will be responsible till reaching the legal age. (Gilmore: 2001, p.59) Bone remembers when her mother accepted Glen's proposal for marriage, he told her, "'You're mine, all of you mine' (Bastard: p.36). Therefore, Bone believes that she is 'Owned' by Glen, her stepfather, and the idea burns her from inside and forces her to keep silent.

During the second wave of feminism, there was a belief that: "In a patriarchal society the father is the one the patriarchal family is understood as a microcosm of the relations between men and women in a society in which authority and power are dispensed by the father and licensed by his name." (Firestone: 1972, p.66) Nevertheless, incest is a crime for 'the threat it poses to middle-class notions of family that subtend the legal constructions of rape and property' (Gilmore: 2017, pp. 680-687; Gilmore: 2020, pp. 179-185). Sometimes it is difficult to prove incest a crime since incest differs from rape. Rape is forced sex, while incest means convincing the hesitant child that he should accept and submit because it is part of the parent's responsibility. Bone is unable to answer all the questions that pop in her mind, whether she can tell or not, and whether others will believe him or not. All such questions have no answers, especially for a young child like Bone.

When Bone is born, her mother was only fifteen years old, being a single mother. She is declared as 'illegitimate' and certificated as a bastard. The word 'bastard' at that time means warning and punishment. Bone says that her mother hates that name; "Mama hated to be called trash...The stamp on that birth certificate burned her like the stamp she knew they'd tried to put on her." This is reminiscent of Hester Prynne in *The Scarlet Letter* (1850) by Nathaniel Hawthorne when she is forced to wear the badge of shame as a sign of illegitimacy. So Bone though a kid yet, she can feel she is a misbegotten child. A feeling hurts her psychologically because she feels she is unprotected by a father and unwanted by a mother.

With the progress of the novel, Bone's psychological suffering increases, she starts to enjoy the sexual violence of Glen's attacks. The more she is hurt, the more she hurts her self - image and wicked self, and that adds pleasure to her. She even starts to masturbate to fantasize about being beaten by her stepfather. She remarks:

I lived in a world of shame. I hid my bruises as if they were evidence of crimes I had committed. I knew I was a sick and disgusting person. I couldn't stop my stepfather from beating me, but I was the one who masturbated. I did that, and how could I explain to anyone that I hated being beaten but still masturbated to the story I told about myself?

Glen starts physically and sexually abusing Bone on a regular basis, dragging her into the bathroom for minor offenses and beating her savagely with a belt; that sadistic practice brings her pleasure as if punishing herself for her guilt. If she cannot declare to others that she is a victim, then she feels she is part of that guilty practice, which makes her share her stepfather in the incestuous relationship. Keeping that big burden hidden stigmatizes her soul and her self - image, which leads to self - destruction. It is obvious that her fantasies are a reflection of her inner psychological conflict for her remaining silent. As a child, she takes the blame for a crime that is not hers.

Rolph Harris, in his article "Victim Blaming - Abuse is Never Your Fault," asserts that:

One of the worst elements of sexual abuse is the term 'victim-blaming.' This occurs when the abuser blames their victim for the actions they have carried out but also when the victim also blames themselves for the abuse they suffered.

What this means to the victim is a lifetime of confusion and, in many cases, complete mental breakdown. Few people walk away unscathed by extreme abuses of this kind, as it affects their very outlook on life. (Harris: 2020, p. 1-13)

With the passage of time, however, Bone begins working in a matrilineal network on the margins of patriarchy and capitalism. She becomes a strong woman the time she realizes how to voice her pain and tell her aunts about her suffering. Her past suffering creates a lady resisting the bourgeois patriarchal society. The most noteworthy person with whom Bone forms a good relationship is her aunt Raylene, a woman who symbolizes both the masculine and feminine personalities of the Boatwrights. Bone's aunt Raylene's appears



in the second half of the novel as an independent woman who helps Bone to shape her personality; by transforming her shame. Bone decides to be with her aunt, whom she always feels having a warm, welcoming home, away from the city leading private life and "seemingly happy that way" (Bastard: p.178). She pulls trash from the river to sell it afterward. Raylene is somehow "different" for she is odd in more than one way; Once she chooses to live away from the rest of the society, Raylene once tells Bone that "out here I can do just as I damn well please" (Bastard: p.18). In another case, she is an outsider because she's a lesbian. Her living situation on the borders of town is emblematic of her status as an outsider in general.

When Bone is 17 years old, she runs off to live with her aunt, cuts her hair short, and calls herself a boy's name 'Ray' to be like a man. Raylene shows Bone how to live joyfully with her shame despite what others think. As a way to bridge between shame and pride, Bone reconsiders her shame to mean how to feel good about one's self. The trauma the little girl went through gave her strength to find happiness from the 'Trash' she and her aunt collect to earn their living. However, Walerstein, in her article "Recomposing the self: Joyful shame in Dorothy Allison's *Bastard out of Carolina*," declares that Bone words "Cleav[es] to her preoedipal desire" implies Bone's lesbian tendencies, by being a tomboy way and refuses to submit Glen's authority. "Glen's authority, stimulate the abuse she later suffers \_ as opposed to her abuse being what generates her presumed lesbianism" (Walerstein: 2016, pp.169-183).

### **A Boy Own Story (1982)**

In 1982, White wrote his semi-autobiographical novel *A Boy's Own Story*. The novel is the first of a trilogy, followed by *The Beautiful Room Is Empty* (1988) and *The Farewell Symphony* (1997) (WHITE: 1982)

The novel is narrated by an unnamed narrator who is now in his forties, who retells his 'Own Story' since he was fourteen years old. The narrator tells his suffering that caused him to look down on his ego as a child due to the everyday humiliations that he used to go through; from unable to communicate with his school mates, the feel of alienation from his parents, to his mean sister teasing him all the time. The only place he could find himself in is reading books or being attached to nature; "For I could thrive in the expressive, inhuman realm of nature or the expressive, human realm of books—both worlds so exalted, so guileless—but I felt imperiled by the hidden designs other people were drawing around me."The narrator tries to escape his reality by his imaginative fantasy life, containing three fantasy friends, all with fully developed and often contradictory characters. When he becomes fifteen years old, he experiences his first sex experience with his twelve-year-old close friend Kevin O' Brien, whom the last has taken the lead in the sexual activity though he is younger. Edmund White keeps the protagonist unnamed, on purpose, for he believes in what he knows to be shameful. As the story progresses, the protagonist, who comes to be an adult, starts to have extra desires for this kind of sex. So the early suffering leads him to be a gay person. The narrator declares that:

In our imaginations, the adults of our childhood remain extreme, essential — we might say radical since they are the roots that fed luxuriant later systems. Those first bohemians, for instance, stay operatic in memory even though were we to meet them today — well, what would we think, we who've elaborated our eccentricities with patience, the professionalism they never knew?

As a kind of escape from his reality, the boy dreams of an old man taking him away from his harsh life to a refined world:

I entertained fancy ideas about elegant behavior and cuisine and friendship. . . I wanted to run through the surf or speed off with a brilliant blond in a convertible or rhapsodize on a grand piano somewhere in Europe.

Unfortunately, bridging the gap between his reality and his dreams seems impossible, and his dreams never come true.

## RESULTS

Undeniably, the autobiographical element in the first novel cannot be overlooked. The novelist's early experience with her stepfather psychologically affected her attitude towards men and the idea of sex in general. That perverted sexual relationship paved the way for her towards lesbianism. Gradually, she begins developing a hatred for the male sex and gets attracted to those who share her concept about sexism. (Rawlins: 2017, pp. 117-135)

This sexual perversion is also the focal point of Edmund white's novel *A Boy's Own Story* but in a different way. Edmund White (1940) is an American essayist, memoirist, and novelist on literary and social themes. Born in Ohio, and when he reached seven, his parents divorced, so he lived with his mother outskirts of Chicago. He spends summers with his father in Cincinnati. He did not have a happy childhood; his father is a tyrant, nice-looking man, a womanizer, and a source of money. His father left his mother for a younger woman and used to utter sexual words. He noticed that his father even slept with his daughter, all that is too much for a teenage boy, he declared once:

Writing has always been my recourse when I've tried to make sense of my experience or when it's been very painful. When I was 15 years old, I wrote my first (unpublished) novel about being gay at a time when there were no other gay novels. So I was really inventing a genre, and it was a way of administering a therapy to myself, I suppose. (Shankbone: 2007)

Much of his writing is about same-sex love, as a kind of therapy as he declared for his confused mind. When he grew up, he was an unsociable man. As soon as he finishes his work, he gets back home to eat and sleep directly. Consequently, he found difficulty in having proper relations. At the beginning of the 1970s, he began having relations with gay writers from New York. They spent most of the time together reading and criticizing their works. After years, precisely in 1990, he discovered that he had AIDS, and four of his close friends had died because of that disease. (Edelman: 2017)

For me, these losses were definitive. The witnesses to my life, the people who had shared the same references and sense of humor, were gone. The loss of all the books they might have written remains incalculable."

## DISCUSSION

Edmund White's gay novels give him a kind of therapy for his confusion by telling the truth he could not reveal for more than thirty years because of social and cultural restrictions. Telling a story for him a confessional act; the narrator is a mask who voices White's inquiries:

"What if I could write about my life exactly as it was? What if I could show it in all its density and tedium and its concealed passion, never divined or expressed?" The "realism" of the 19th-century fiction he devours seems to him a kind of fantasy, creating a "parallel life," "tinglingly far-fetched." Could there be a new realism that faithfully depicted the inner and outer worlds he actually lived in? In the midwest of the 1950s, the growing-up of a young gay man is a vulnerable, marginal, barely visible thing, riven by confusion, self-hatred, and doubt.

*A Boy's Own Story* (1982) is basically a story about mid-century America, an autobiographical tale of a boy who suffers psychologically from having an uneasy relationship with his father. Accordingly, the protagonist complains of not having fatherly protection or understanding. Feeling shy and unable to express his feelings, he gets enraged with fury. Being gay is also part of his revolt against social norms. The protagonist reveals: "The notion that I might have been able to court friends, win attention, conjure it, would have spoiled it for me. Unbidden love was what I wanted.". The boy in his teens feels physically attracted to another male friend, but he fears being labeled as homosexual and therefore suppresses his feelings. He feels shame inside but is unable to deal with it like everything else he goes through. In the 1950s, such desires were not accepted and were considered immoral. White claims that he looks back to his own experience through the remarks of the

protagonist: "I see now that what I wanted was to be loved by men and to love them back but not to be a homosexual."

The author illustrates how growing up as gay is not a choice, but it is a reaction of teen's or children's torture that cannot be discussed at time homosexuality was not tolerated. According to Freud, personality develops through a cycle of early childhood experiences in which desire shapes the identity. So if a child experiences frustration at any of the developmental stages because of familial or social restlessness, he will suffer anxiety. If that anxiety cannot be appeased by speaking or through a source of protection, it would pave the way for adulthood mental ailments such as obsession, hysteria, and mental disorder. (Freud: 1905) The protagonist thinks lonely: "Perhaps I became so vague, so exhilarated with vagueness, precisely in order to forestall recognition of the final term of the syllogism that begins: If one man loves another he is a homosexual; I love a man...". Feeling ashamed of his homosexuality, he tries to cure himself of his sickness. It was hard for him to grow up with separated parents and a cruel sister. On the other hand, he is harshly ridiculed by his classmates, and unable to reveal his sufferings, he seeks new relationships. He even tries hard to have a date with a girl from school, he declares his love for her, but he fails again, for she rejected him: "For me, who'd never even read about the sort of union I longed for, marriage became more and more impossible, transubstantiation as eerie and irreversible as death." On another occasion, he tries to convince his father to put him in a private school to be away from home, but no one in the adult world gives him a hand or to escape from his shameful reality.

## **CONCLUSION**

From a psychological perspective, the child's early experiences shape his identity and his future social life. When children are sexually abused, they get confused and lose their personal and social balance. They begin undergoing the negative feelings of fear, shame, and frustration. Such a traumatic experience would oblige them to distrust others and to withdraw from social activities towards a world of their own. They remain entangled between the ego and the superego.

Ruth, the protagonist of Dorothy Allison's semi-autobiographical novel, undergoes an experience that distorts the innocent world of her childhood. This is represented by her sexual abuse at the hand of Glen, her stepfather. Through sexual and physical abuse, she remains silent for fear of breaking the family. For the rest of the life, she remains socially lonesome.

Edmund White's novel *A Boy's Own Story* tells another story of sexual abuse. The unnamed boy in this semi-autobiographical novel is the male counterpart of Ruth in Allison's novel. The child grows under the persecution of a tyrannical and morally corrupt father, the man who is supposed to love and protect him. This leads him to seek intimacy in other men; the thing that re-shapes him as a gay person; a thing that is socially rejected. His experiences inside and outside his home leave him confused and socially restless.

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## **BIODATA**

**J.A. SHAFIQ:** received her B.A degree in English Language from the University of Baghdad, Iraq, in 1994 and the M.A degree in English Literature from University of Baghdad / College of Education/ Iraq, in 2006. And her PhD degree in English Literature / University of Baghdad / College of Arts/ Iraq, in 2018. She had published many papers in International Journals in the field of English Literature (Novel and Short Story). Presently, she is a lecturer in the English Department / College of Arts/ Imam Ja'afar Al- Sadiq University.

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# Electoral systems and political participation in local and legislative elections of Iraq

*Sistemas electorales y participación política en elecciones locales y legislativas de Irak*

**A.G. HAMZAH**

<https://orcid.org/0000-0003-4817-319X>  
asaadghali@mustaqbal-college.edu.iq  
Al-Mustaqbal College University, Iraq

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### ABSTRACT

Dawn of March 19, 2003, the coalition forces ended the dictatorial regime that had lingered for more than 30 years, liberating Iraqis and help them make the shift to a democratic system. Nevertheless, religious groups and parties supported by neighboring countries managed to seize power in a very short period. They succeeded in manipulating the electoral system and deform the applied Saint – Lego system in a way that serves their political agenda.

**Keywords:** Electoral systems, political participation, election, Iraq.

### RESUMEN

Al amanecer del 19 de marzo de 2003, las fuerzas de la coalición acabaron con el régimen dictatorial que había durado más de 30 años, liberando a los iraquíes y ayudándoles a dar el paso al sistema democrático. Sin embargo, grupos y partidos religiosos apoyados por países vecinos lograron tomar el poder en un período muy corto. Lograron manipular el sistema electoral y deformar el sistema Saint-Lego aplicado de una manera que sirva a su agenda política.

**Palabras clave:** Sistemas electorales, participación política, elecciones, Irak.

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## **INTRODUCTION**

The political participation and electoral systems are an important point in directing the voter and influencing his electoral choices, on the other hand, elections, pluralism, and formal partisanship may lead to overriding the traditional division of governance systems such as democracy in its various models versus totalitarian and authoritarian systems in its various forms and appearing forms that carry in it a new division, as "Authoritarianism competitive "Electoral authoritarianism (Diamond & Plattner: 2006).

The concept of political participation is one of the most important approaches which has a special position intertwined with many other concepts, and democracy cannot be talked about without being exposed to political participation and electoral systems through the mechanisms that convert the votes of the voters to the corresponding parliamentary seats according to certain mathematical methods, bearing in mind that the electoral systems are not compatible with all political systems, and there is no electoral system that is suitable for every time and place where we find that there is an electoral system that succeeds in one country and stumbles in another, but the important thing is that the electoral system is closer to real representation for the voter (Dawisha: 2005, pp. 723-737).

The choice of the electoral system is one of the most important political decisions of any country, as the form of the electoral system may affect other aspects of the political system and may change from a democratic system to a dictatorial system, or vice versa. The researcher did not approve in his study of the last elections in 2018. because of its massive fraud operations, when it resulted in the burning of a large number of ballot boxes, the reluctance of individuals to go to the polls, and other reasons were by distorting the method used to calculate votes and accrediting St. Lego as the ratio reached 1.7 as an electoral participant (Cheet & Awad: 2018).

### **Research problem:**

The electoral systems applied in a country are important in orienting the voter's will and affecting his electoral options towards the candidates and then forming the government that desired. The legislators tend to choose a type of electoral system that has important guarantees to represent the will of the voters.

After the change in 2003, Iraq encountered significant challenges in building democracy and moving from totalitarian regimes to establishing a system in which legalization of public rights and freedoms have been established, as it became clear that the important challenge is the way to choose an electoral system that is based on democratic standards and guarantees the active participation of the citizen and accordingly attempts to research examining the electoral systems applied in 2008 at local elections and what are the foundations on which the electoral system was chosen? What are the legislations that codified the electoral systems? What is the electoral system applied in the 2009 provincial council elections, and what is the role of the quota system in distributing parliamentary seats in the 2010 legislative elections?

## **METHODOLOGY**

The descriptive approach was relied upon by describing the legislation related to the study and then relying on the statistical approach in the statistical data presented in the research and then using the analytical approach in terms of analyzing the statistical data, meaning that the research relied on the descriptive composite analytical approach.

### **Research Structure:**

The research was divided into two requirements:

The first requirement: Political participation

The second requirement: Elections and electoral systems

First requirement - political participation

The right to political participation finds its philosophical basis in the theory of the nation's sovereignty and

the theory of the people sovereignty, which set a group of definitions and characteristics that emphasized voluntary activities through which members of society contribute to the selection of their rulers and in the formulation of public policy directly or indirectly.

The concept of the right to participate in political life is not limited to extracting the opinions of jurists, but it includes the constitutions that were issued centuries ago, in addition to the international conventions that affirmed the exercise of this right and participation in political life, which was approved by most countries in their constitutions.

The concept of political participation as a political process is more than a propaganda slogan in which states professor a characteristic of their political system, but rather it is a philosophy that must be believed in and work to take legal steps and provide intellectual and human means to achieve this process and its goals on the ground.

Therefore, it is necessary to research the concept of political participation through several basic axes, namely:

First: linguistic, idiomatic, and procedural definition.

Second: The intellectual schools that discussed political participation.

Third: The most important thinkers and different opinions that have arisen about political participation.

Fourth: Concepts related to the concept of political participation.

Fifth: The fundamentals of the concept of political participation.

## **RESULTS**

### **First: Defining the concept of political participation**

The problem of defining concepts is one of the main problems, as they multiply and overlap according to the individual affiliations of each thinker.

#### **1- Linguistic definition:**

The word "participation" is derived from the participle's Latin word, which consists of two parts, meaning apart, and second compare, which means "to do." Thus, participation means to take part, that is, to perform a specific role

Among the general definitions that dealt with the concept of participation in general, we find:

\* Participation in the formal and informal contribution of individuals and groups in all activities to achieve public benefit.

\* It is that individuals obtain.

A share of something, meaning that the participant has a share in public affairs.

As for what is meant by the word (politics), it is linguistically derived from the source of the Arabic verb (manage), and this word comes in the sense of managing people's affairs, owning their affairs, exercising them, and enforcing the matter in them (Mohamed: 2018, pp. 153-171).

It can also be defined as an experimental science that aims to study the formation and participation of powers, and it should be noted that the word authorities here within the framework of the definition of "Kaplan" does not differ from the definition of Eton for the policy in that both definitions agree that there is an issue issued by decision-makers and subject to the governed.

#### **2-Idiomatic definition:**

There are multiple idiomatic definitions of the concept of political participation, the multiplicity of intellectual attempts that dealt with this concept, which created difficulties for a specific definition, and the most prominent of these definitions can be indicated.



A. Political participation means the participation of the largest possible number of society individuals in the largest number of activities and areas so that these areas are in line with the capabilities and requirements of individuals.

B. It is the process by which the individual can play a role in political life to achieve the desired goals, provided that every citizen has the opportunity to contribute to setting goals and learn about the best means and methods to achieve them, provided that the participation of individuals in those efforts based on self-motivation and work the voluntary, which construe the citizen's sense of responsibility, and that everyone believes that they have the freedom to participate in the values approved by society.

### **The Procedural definition:**

Procedural indicators for the concept of political participation can be addressed through the following definition, which is one of the most accurate definitions through which it can reach procedural indicators for the concept of political participation, it means (the direct or indirect participation of citizens in the decision-making process within the surrounding political system) and through this definition can reach the indicators of political participation in society, which can be summarized as follows: -

A- The citizen's right to vote.

B- The citizen's right to hold public office.

C- The citizen's right to participate in the decision-making process.

According to this concept, political participation means that there are several levels of participation ranging from negative to absolute positive, which differ with the different systems of government in terms of being democratic or authoritarian.

### **Second: The intellectual schools that discussed political participation.**

Many schools have talked about this concept is an old concept, and many thinkers and philosophers have dealt with it in research and analysis, but this concept is related to the idea of power-sharing and the components of the political process, and this was the focus of schools' attention as follows:

The capitalist school: This school called for a set of principles that give the individual a higher value than the group and considers the state's interference in violation of the principle of individual participation, and this differs from the socialist theory, which sees the necessity of taking away the individual from its identity and assigning the rule to the Politaria class expressed by the imperative of the working class resorting to the revolution to reach to the socialist society.

On the other hand, many schools of thought emerged that were interested in talking about political authority in general, and from these schools, we find a school (the elite, the class, and political pluralism) where the elite theory owners have tended not to share power, as Maximilian Karl Emile Weber pointed to three modes of power, there are traditional Legal rationality ended with charisma

As Maximilian Weber concluded that bureaucracy is a means of transcending ideal political power, and from here, we find that the analysis of elite theory to political power is not based on the criteria of class awareness, but institutional and psychological factors contribute to it, but the owners of the class theory did not expand the concept and focused on the control A social class on the means of materialistic intellectual production, and if we analyze the theory of political pluralism, we find it dividing power and the ability of everyone to participate in the practice of sharing political power, and this happens through influencing decision-making processes, even to degrees.

Varying were found the difficulty of centralizing the authority due to its distribution and spread according to many sources and groups with varying capabilities and resources

### **Third: The most important thinkers and different opinions that arose about participation and politics .**

It has also been previously mentioned that the concept of political participation has found great interest by many philosophers, thinkers, local and political, and in this framework, we will try to address the most important of these analyzes and opinions as follows:

A. Plato: He discussed the concept of political participation during his talk of democracy, as he stressed that democracy is one of the manifestations and forms of political participation, and he defined it as a mixed state that is based on a process of balance between different layers of society and the introduction of the principle of freedom.

B. Aristotle: We find in Aristotle's book Politics the old saying: "When each state had a kind of participation and every participation was aimed at achieving the common good and benefit, therefore the good is the goal of all the participations, and for this, the supreme good is what is called based on combining everything other than Community Participation. "Upon analyzing the text, we find that what is meant by the ultimate good is political participation

C. Jane Jacques Rousseau: - He defined it as the ability to practice or exercise sovereignty, and this approach excludes from political participation individuals who cannot exercise sovereignty, and we note that this thought seeks to implement the tradition that the ancient Greek state had previously known and which sees the need to assign affairs The general public to individuals in the administration.

D. Granite Barry:- He believes that political participation has three aspects.

**1- The intensity of participation:** i.e., measuring the number of individuals participating in certain political activities, with an indication of how to participate.

The Method of participation: It means the form it takes, whether the form of participation is formal or informal.

**2- The type of participation:** that is, the degree of effectiveness that achieves participation and requires its measurement over the last people who control power and setting the general policy of the state

E- Karl Marx: - Karl Marx considers that the political rights granted by the state to its employees are in reality nothing but the rights of the selfish individual who is isolated from other human beings, but it is the political revolution that overthrew and isolated the ruler that made individuals care about them and transformed the issue into a public issue and thus canceled the political characteristic that was supportive of the old civil society, i.e., feudal society and turned into a more democratic society. Hence the political functions became a concern of individuals. Karl Marx also referred to political participation through his talk about the political rights and privileges of Jews in the political life of the group to which they belong, such as the right to vote and the choice of persons nominated for political positions. These rights are a clear indication of political participation.

F - Samuel Huntington: He believes that political participation is an activity carried out by the citizen to influence the political decision-making process. That is, it aims to change the outputs of the political system in a way that is compatible with the demands of individuals who submit to political participation.

### **Fourth: Concepts related to the concept of political participation:**

Many political concepts are related to this concept, and this is due to the overlapping of political elements and parts. Hence, a number of these concepts must be clarified (De Moor: 2017, pp. 179-197):

**1- The concept of public opinion:** This concept has great importance in democratic societies and is the basis of all political practices and the axis of all decisions and can be defined as general feelings that individuals form towards local events and issues and personalities at the local and external levels, and we find that there are three stages to form the public opinion so that it is influential and effective in the

process of forming public policy, and this appears clearly in democratic societies, and these stages are (the stage of formation - the stage of expression - the stage of direct influence).

As for the relationship of this concept with the concept of political participation, we find that political participation plays a vital role in elections and interest groups because elections are not just a mechanism for the selection of rulers by the people, but rather a prominent means of influencing public opinion without losing sight of its contribution to political participation and monitoring and public accountability of the authority.

**2- The Political parties:** It is an organized gathering of individuals to defend their opinions and interests and announce them to implement the reform program by participating in political life through complementary activities.

Or are those organizations that have a clear goal, which is to exercise a fixed influence on the formation of public opinion, and for this the achievement of this goal requires a steady organizational process and programs through the practice of voting, which is one of the important aspects of political parties to reach power and bring about the desired effect.

The Parties are supposed to provide institutional pathways and channels that allow citizens to participate in policy-making and influence decision-makers, but we find that the reaction of the ruling parties may differ concerning general demands related to political participation from one political system to another and even within the same system from one era to another.

**3- The Political culture:** It is a specific distribution related to the functions and characteristics of members of the state who have political trends and values and can also be defined as all that relates to the attitudes of individuals towards the political system and its associated sub-systems or different institutions and organizations, and Almond has indicated that there three basic elements by which to distinguish between the levels of the political culture in different policy systems are (the level of individual familiarity - the nature of feelings- feelings of evaluation). As for the relationship of this concept with the concept of political participation, the relationship between them can be clarified by studying the diversity of political cultures resulting from the diversity of political systems, where we find that the individual is characterized by negativity in traditional systems on the contrary in non-traditional systems

#### **Fifth: The fundamentals of the concept of political participation.**

To be able to describe a society as a participant in political life, it is necessary to know the extent to which they practice the aspects of democracy in terms of form and content, so it is not possible to consider a society or a state as a democracy or that individuals are active in their political participation without the availability of a set of basic conditions for practicing the democratic process, just as Democracy means participation, not just politics.

**1- Elections:** It is defined as a type of political participation process, as it is expressed in what is known as voting, and individuals choose between candidates for general or periodic elections.

The benefit of this process, as well as a political point of view, is ensuring the right to a peaceful transfer of power and ensuring that the ruling elites obtain a legal mandate from the people periodically and regularly through a free, fair, and fair electoral process that is guaranteed by the confidentiality and integrity of that electoral process.

The Sovereignty of the Law:-

It is the second ingredient for achieving democracy, which guarantees security and stability by achieving justice and equality for all under the law; it means that the ruler and the ruled are subject to the law originally enacted by the people's representatives and approved by the people's representatives in the process harmonic across representative frameworks that are often through the parliament elected by the people in the electoral process

**2- Transparency:** It is the third ingredient to be provided for democracy and political participation, which is ensuring the availability of an accountability and control mechanism by citizens for their elected representatives, by knowing their performance and how to measure them using the powers granted to them and the popular mandate granted to them. This process can only take place by ensuring that citizens are fully informed on the performance of the representatives through transparent means and ensure that they are provided with information periodically and systematically without any forgery, which requires opening parliament sessions to citizens to attend or broadcast them through the media or publishing minutes of sessions for citizens. It also requires that citizens be allowed to review the performance of their governments through their elected representatives by presenting questions and inquiries to ministers from members of the government.

### **3-The second requirement: Elections and electoral systems**

Some evaluations indicate that more than a billion people in the world vote in competitive democratic elections to choose their governors and their representatives in policymaking and decision-making institutions. After the waves of democratic transformation that the world witnessed in the last two decades of the twentieth century, most countries of the world hold elections of some kind. However, only about half of the countries of the world are witnessing elections that are described as democratic and competitive, while the rest of the elections are not described by that, as rulers have developed tools and methods to manipulate the election process or the so-called "technology of manipulation" policy literature to achieve purposes other than those that hope for democratic elections, foremost among which is to obtain legitimacy in front of the masses and alleviate the pressures demanding reform and respect for human rights at home and abroad. In the Arab region, the elections held by some regimes did not lead to a single democratic transition, let alone a real democratic transition.

The use of elections and formal partisan pluralism has resulted in overtaking the traditional division of government systems (of democratic systems in their different models versus both authoritarian and totalitarian regimes in their different forms), and the emergence of many new forms of liquidation, the state of "pseudo-democracy" or "mixed systems" hybrid regimes "or semi-systems "Semi-democracy" or "electoral authoritarianism" or "authoritarianism competitive."

The electoral system of any country is the result of its historical, economic, political, and social conditions, and therefore the optimal system for a country is not necessarily the optimal system for another country.

The electoral systems may represent the best means of expressing criteria governing the nature of political competition, but they cannot be the panacea for all political ills that a country suffers from, and influences resulting from other factors often have their strongest implications for the progress of the democratic system, especially those related to culture the prevailing in every country, more than procedural elements such as the electoral system, and may derail all the benefits emanating from any electoral system, no matter how much attention is designed, because of inappropriate constitutional measures, or the dominance of forces that deepen internal discord, or the size of external threats that affect the sovereignty and integrity of the country.

International thought clarifies this through the resolutions issued by the United Nations General Assembly, saying, "There is no single political system or one electoral method that is equally appropriate for all countries and their peoples, and that the efforts of the international community to promote the implementation of the principle of periodic and sincere elections must not raise doubts about the right of the sovereignty of every country." According to the will of its people, to freely choose and develop its political, social, economic, and cultural systems, whether they are in line with the priorities of other countries or not, as another decision goes to say that political systems and processes.

The elections are subject to historical, political, cultural, and religious considerations. However, it is worth noting that a specific electoral system doesn't need to lead to the same results, depending on the country in which it is applied. Despite shared experiences, the effects of an electoral system depend, to a large extent,

on the existing socio-political situation and the pattern of democracy (established, transitional or new). And the existence of a system of parties in a state of formation and under formation, the number of parties (seriousness), and the geographical concentration of voters of a particular party or their dispersal.

Consequently, the choice and implementation of an electoral system have a direct impact on the political rights related to it. Majority systems tend to favor two parties, and they provide stability over bargaining in representation, and proportional representation systems aim to allocate seats for political parties commensurate with their electoral strength, yet they may encourage an increase in the number of parties and require voting based on party lists, and thus the spacing between the voter and the candidate, And it limits opportunities to nominate non-party individuals.

### **The Electoral Systems:**

In all electoral systems, two interests sometimes agree and contradict each other, the first is (electoral justice), and that is the necessity of converting the votes that each party obtains into the corresponding seats in the elected council. The other interest is what may be called (the necessities of political reality), and that is the necessity of converting the votes that each party obtains into the corresponding seats in the elected council.

By this, we mean the political, social, and even security and economic necessities imposed by the nature of the composition of the elected council in observance of several aspects when the legislator puts the law and the electoral system in place, and the consequent prejudice to the rule of electoral justice and the rule of this rule in many cases, as an example of that which leads to taking the quota reserved for women (women's quota), giving a reserved quota to women and the result - sometimes - that some female candidates win the parliamentary seat with very few votes compared to their male colleagues, is considered a case that contradicts the principle of electoral justice, but the corresponding interest represented in the necessity of granting Women have a special status that helps them reach the elected council. This interest is superior to other interests, particularly the principle of electoral justice. It is part of the positive discrimination of women.

The same applies to the methods and mechanisms for distributing seats to the winning parties- especially in the second stage of the distribution and by that we mean the distribution of vacant seats, there is a subsidiary interest that is sometimes the desire of the legislator to use distribution methods that lead to reducing the number of parties represented within the elected council on the pretext that this leads to increasing the effectiveness of the council and forming a strong government, in addition to the ease of making decisions within the elected council, and this may also lead the parties to unite and coalition with each other, while other electoral laws tend to use distribution methods that lead to favoring small parties in a manner that leads to an increase in the parties represented in the elected council, on the pretext of the importance of the representation of small parties and minorities, according to the requirements of the political situation and the stage in which a country passes at a time.

According to this, the research deals with the methods of distributing seats (in the proportional representation system) in the form of the elected council, the extent to which these methods respond to the issue of increasing or decreasing the number of parties represented in the elected council, and the extent to which these methods approach or move away from the concept of (electoral justice).

In this research, we will discuss the explanation and clarification of the most important of these methods with hypothetical examples for each method, then we conclude with a realistic example drawn from the 2009 provincial council elections, according to the following plan: The proportional representation system is based on the principle that each party obtains several seats commensurate with the number of votes obtained by that party in the elections, and the greater the proportionality, the closer it is to the principle of electoral justice, and vice versa. The distribution of seats in proportional representation is divided into two stages: The first stage is the distribution of seats based on the electoral divider.

As for the second stage, there are many ways to distribute vacant seats, and in this field, most of our research will be based on this.

The first branch: Electoral systems

### First: the first stage

- 1- Distribution of seats according to (the electoral divider).
- 2- Distribution of seats according to (unified number).
- 3- Distribution of seats according to (the national laboratory).

First: electoral justice and the imperatives of political reality:

There are several ways to distribute seats in the first stage of the distribution. We will address three of these methods, but focusing on the electoral denominator method as the most common method used in Iraq.

Method of the strongest rate in the distribution of the remaining seats for the 230 seats allocated to the electoral districts, while the compensatory seats, which number 45 seats, are distributed based on the national average, which is extracted by dividing the total number of valid votes in Iraq by the number of seats in the House of Representatives.

### 1- Distribution of seats according to (Electoral denominator):

This method is based on dividing the number of valid votes cast in the electoral district by the number of seats allocated to that district to extract the electoral divider, after which the votes obtained by each entity are divided by the electoral divider, and the result (the correct number only) represents the number of seats that are The entity deserves it at this stage, and the mathematical equations for this stage are as follows (Salman: 2018, pp. 72-73):

$$\text{Electoral denominator} = \frac{\text{The valid votes for electors in the district}}{\text{The number of seats assigned to the district}} \quad (1)$$

$$\text{Number of seats for each party (first stage)} = \frac{\text{The number of votes obtained by the party}}{\text{Electoral denominator}} \quad (2)$$

We will present an example of the distribution of seats in table 1, and this example will accompany us in all subsequent paragraphs, and we will conclude the research with a real example representing the results of the 2009 provincial council elections.

Example:

A district consisting of (5) seats.

The number of valid votes cast: 75,000.

Number of competing parties: (4)

Electoral denominator = the number of valid votes for voters in a district (75,000) divided by the number of seats assigned to the district (5).

= 15,000 votes.

**Table 1.** distribution of seats

Party's name	The number of votes obtained by the party	Electoral denominator	The number of party votes is divided by the electoral denominator	Number of party seats (first stage)	The rest of the votes for the party
A	35.000	15.000	2.333	2	5.000
B	21.000		1.4	1	6.000
C	11.000		0.733	0	11.000
D	8.000		0.533	0	8.000
Total	75.000	The total number of seats distributed in the first stage		Three seats	30.000 votes

Under this method, the second stage of distribution must be done to distribute (vacant seats), that is, seats that were not distributed in the first stage (the number in the previous example is two seats).

**2. Distribution of seats according to the method (standard number):**

The unified number is a fixed number determined by the law and represents the number of votes that must be obtained in the electoral district to obtain a seat, and each party gets votes equivalent to this number or its multiples, gets several seats equivalent to the unified number or its multiples, either the remaining votes and the distribution of vacant seats The distribution according to the methods that we will address later, if we assume that the unified number is (20,000) votes for the electoral seat, then the results of the previous example will be as follows in Table 2 (Byman & Pollack: 2003, pp. 119-136):

**Table 2.** distribution of seats for 20000 votes

Party's name	The number of votes obtained by the party	Electoral denominator	The number of party votes is divided by the electoral denominator	Number of party seats (first stage)	The rest of the votes for the party
A	35.000	20.000	1.75	1	15.000
B	21.000		1.05	1	1.000
C	11.000		0.550	0	11.000
D	8.000		0.4	0	8.000
Total	75.000	The total number of seats distributed in the first stage		Two seats	30.000 votes

**3- Distribution of seats according to the method (national coefficient):**

This method is summarized by specifying a number called (the national coefficient), which is a (national electoral denominator), and the national laboratory is obtained by dividing the total number of valid votes expressed at the national level by the number of all parliamentary seats to be filled at the country level (and that The country was divided into several electoral districts.

$$\text{The national coefficient} = \frac{\text{The sum of valid votes nationwide}}{\text{The number of seats to be filled at the country level}}$$

To know the entitlement of each party from the parliamentary seats at the level of each electoral district, the number of votes obtained by the party in the district is divided by the national coefficient to determine the number of seats that it deserves, so the party deserves seats as much as the national coefficient or its multiples.

$$\text{Number of party seats (in the district)} = \frac{\text{The sum of the valid votes for the party at the district level}}{\text{The national coefficient}}$$

But if the party still has no votes, it will not be used in the first stage of the distribution (the distribution of seats at the district level), then a collection is made the rest of the party's votes in all the country's electoral districts. After that, the sum of these remnants is divided by the national coefficient to obtain several seats equivalent to the national coefficient or its multiples. The seats are called the party obtains in the second stage seats at the national level.

After the end of the first stage of the distribution of seats (Which is often done based on the electoral denominator method), several seats remain unallocated, and this is what has been termed "vacant seats." As we have noted in the previous example, a significant number of seats remain theoretical for the second stage of the distribution (two of five seats according to the method of the electoral denominator, Three of the five seats according to the standard number method), in the 2009 provincial council elections for the Baghdad governorate, (40) seats were distributed in the first stage, and (15) seats remained pending distribution under the second stage, and as a result of the importance of this stage in elections for all countries of the world, and given the multiplicity of desires (Alkateshi: 2019).

Its a difference in how seats are distributed at this stage and in what direction this distribution goes, many methods and mechanisms have been devised for distributing vacant seats.

The truth is that some of these methods were driven by the principle of electoral justice, while some other methods were intended to serve this political trend or to favor another political trend.

We will address in the coming paragraphs the most important of these methods and the results obtained from their followers, and we try to analyze these results from the electoral point of view, all of this combined with hypothetical examples, then we apply these methods to the results of the Baghdad governorate for the 2009 provincial council elections.

### **1- Distribution of vacant seats based on the (stronger remain) method**

The calculations of seats according to this method are summarized as follows:

1: Dividing the number of party votes by the electoral denominator, and the result of division (the valid number only) represents the number of seats the party obtains from the first stage seats, as it appears at this stage the number of seats that remained and were not distributed at this stage pending the second distribution stage.

2: Multiplying the number of seats for the first stage for each party in the electoral denominator, then subtracting the result from the total number of party votes, so we get the remaining of the votes for each party, which is what we call (the remainder of the votes).

3: Arranging the remainder of the votes for all parties in descending order from the highest to the lowest, and granting the seats that remain from the first distribution stage to the party that got the first strongest remainder, then to the party that received the second-largest remaining, and so on until the seats that remain from the first stage of distribution are finished.

4: Add the number of seats obtained by the party from the first stage, plus the number of seats won by the party through (the remaining is stronger) to obtain the final number of seats.

For each party, the following example illustrates the mechanisms and steps for calculating seats by the (stronger rest) method in Table 3 (Robinson: 2019, p. 162).



**Table 3.** mechanisms and steps for calculating seats.

Party's name	The number of votes obtained by the party	Electoral denominator	The number of party votes is divided by the electoral denominator	Number of party seats (first stage)	The remain of votes for the party	Number of seats (second stage)	Total party seats
A	35.000	15.000	2.333	2	5.000	0	2
B	21.000		1.4	1	6.000	0	1
C	11.000		0.733	0	11.000	1	1
D	8.000		0.533	0	8.000	1	1
Total	75.000	The total number of seats distributed in the first stage		Two seats	The total number of seats distributed in the two stages		5

## DISCUSSION

It can be seen from this method:

1: The big parties (A, B) got their seats through the first stage only and did not get any seats through the second stage (the stronger remain), which means that this method is not in the interest of the big parties.

2: The small parties (c, d) (which did not reach the electoral denominator) obtained their seats through (the stronger remain) despite not having any seat in the first stage, which means that this method tends in favor of the smaller parties.

3: A small party (D) reached the elected assembly, although it did not come close to the electoral denominator but rather achieved several votes equivalent to nearly half of the electoral denominator.

4: As a result, a small party, Party (D), won a seat with several votes of (8000) votes, while a large party, Party (B), got only one seat even though the number of (its votes is 21,000) votes, which is equivalent to more it is two and a half times what the Little Party D got.

From all of the above, we conclude that this method is not a (fair) method, as many politicians and the media now hesitate, but even judicial institutions and researchers in the electoral issue. It is only a method that compliments small parties at the expense of large parties and allows small parties to reach The elected council, but not through (electoral justice), which many now envision is this method that it represents, and this is what drives us to search in other ways to reach a more just way

5- Distribution of vacant seats according to the method (Saint Lego):

This method was invented in 1910, and its first image was applied in Norway and Sweden in 1915. And it is similar to the (Hundt) method in terms of mathematical steps by dividing the number of party votes by specific numbers, but it differs from the (Hundt) method in that the division was by the numbers ( 9,7,5,3,1, ... ) instead of the numbers (5,4,3,2,1) used in the (Hondt method), the results obtained from this method are largely representative of the results obtained from the application The method (the rest is stronger), and when applying this method to the previous results, the distribution of seats will be as in the following table 4 (Dawisha & Diamond: 2006, pp. 89-103):

**Table 4.** The distribution of seats

Party's name	The number of votes obtained by the party	Dividing on (1)	Dividing on (3)	Dividing on (5)	Dividing on (7)	Dividing on (9)	Total party seats
A	35.000	35.000	11.666	7.000	5.000	3.888	2
B	21.000	21.000	7.000	4.200	3.000	2.333	1
C	11.000	11.000	3.666	2.200	1.571	1.222	1
D	8.000	8.000	2.666	1.600	1.142	888	1
Total	75.000				Total seats		5

Given the results of this method, which approximates the results of the method (the stronger remain), which we have noted that it improves the opportunities of small parties at the expense of large parties, the countries that implement (Saint Lego) tended to amend it to make it closer to (electoral justice) by reducing the severity of its courtesy to small parties. With few seats, at the expense of the larger parties, a method (the moderate St. Lego) was developed, which differentiates from the original way that the party's votes are divided into numbers (9,7,5,3,1,4, ...). The method is currently in New Zealand, Norway, Sweden, and Bosnia, and we will see how the results change (Hanish: 2011, pp. 126-131).

**Table 5.** The distribution of seats

Party's name	The number of votes obtained by the party	Dividing on (1.4)	Dividing on (3)	Dividing on (5)	Dividing on (7)	Dividing on (9)	Total party seats
A	35.000	35.000	11.666	7.000	5.000	3.888	2 or 3
B	21.000	21.000	7.000	4.200	3.000	2.333	1 or 2
C	11.000	11.000	3.666	2.200	1.571	1.222	1
D	8.000	8.000	2.666	1.600	1.142	888	0
Total	75.000				Total seats		5

### Table analysis

It turns out, when applying the modified St. Lego method, that the results become more proportional, and approach the results of the method (the strongest rate) where the major party (A) will get two seats, the large party (B) on a seat, and party (C) on a seat and the seat remains. The fifth is contested by the two parties (A-B)

to equalize the numbers, and this can be decided by lot or any other way, but it is clear that this seat will go to one of the two major parties, and that the small party (D) will not get any seat unlike the method of Saint The original Lego.

### The analysis of the results

Throughout the previous example, we see that this method leads to the distribution of all seats to the parties that crossed the electoral denominator, and not to allow the parties that did not obtain that denominator, and this clearly shows that this method was prepared for the benefit of the major parties, and its results include reducing the number of parties in the elected council or pushing these parties to form broad coalitions, just as it is evident that this method is unfriendly towards the smaller parties. In the previous example, small parties (C, D) did not get any seats because large parties (A-B) took all the seats (Dawisha: 2013).

In Iraq, there is an applied discount rate, not as a numerical number that represents a percentage, but rather a several votes that vary from one election to another and from an electoral constituency to another, as the requirement of the provincial council and house election laws crossing the electoral divide as a condition for representation in the elected council represents a percentage the amount of the electoral component is deducted, and this means that the Iraqi electoral system applies a discount rate, which is the (electoral denominator ). Otherwise, the party cannot obtain any parliamentary seat. Even if the parties that crossed the electoral denominator gained additional seats with far fewer votes than the parties that were denied representation, they did not obtain the electoral denominator (the percentage of the deduction).

### The electoral systems and the applied reality in the provincial council elections

We took in this example the results of the Baghdad Provincial Council elections in the 2009 elections and did not resort to the 2014 elections due to the lack of accurate statistical information and the presence of quasi-fraud in the elections, and we applied different rates of discount are (1.5%, 5%, 10%), noting that the discount rate will determine the number of parties that will share all the seats in the elected council as Table 6 (Al-Tamimi & Grisham: 2013, pp. 233-249).

Note: An example deals only with parties that won and won seats in the previous elections.

**Table 6.** Results of the Baghdad Provincial Council elections in the 2009 elections.

No.	Place's name	No. of party's votes	the percentage of the deduction 1.5%	the percentage of the deduction 5%	the percentage of the deduction 10%
1	State of Law Coalition	641925	Winner	Winner	Winner
2	Compatibility	153219	Winner	Winner	Failure
3	Independent Liberal Stream	151093	Winner	Winner	Failure
4	National Iraqi List	148,133	Winner	Winner	Failure
5	Iraqi National Project gathered	113787	Winner	Winner	Failure
6	List of Shahid Al-mihrab and independent powers	9759	Winner	Winner	Failure
7	National Reform Stream / Dr. Al-Jaafari	71663	Winner	Failure	Failure
8	List example of Alusi of the Iraqi nation	26684	Winner	Failure	Failure

### CONCLUSION

First: The political reality of any country casts a shadow over the concept of electoral justice.

Second: The modified rate of the stronger rate and St. Lego is the closest to the concept of electoral justice, and it is the method that reduces the waste in the votes of the voters.

Third: The necessity of a mechanism to reduce the number of competing parties in the local and national elected councils and not by following numerical means that lead to this but rather through legal and political

means such as the methods leading to the formation of coalitions, which in turn reduces the competing parties represented in the elected councils in addition to being a broad spectrum of The components of the Iraqi people are in one political entity, a goal that must be pursued by the political and legal movement.

Fourth: Iraq adopts the proportional representation system in the local and legislative elections, and despite the system's association with achieving justice in representing the components of the Iraqi people, it does not lead to the formation of strong political entities that enjoy the majority informing local and national governments.

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## **BIODATA**

**A.G. HAMZAH:** Dr. Asaad Ghali Hamzah educated at Ministry of Higher Education And Scientific Research, Al-Mustqbal College University, Department of Law, Iraq. He is an employee of the law field at al Mustaqbal: Hillah, Iraq babel, IQ. His research interest is Law and the country's legal system.

Education Degree : -

- ❖ Doctorates on Political Science Institution The Arab League , Egypt 2010 .
- ❖ Master's Degree in Political Science Institution: The Arab League, Egypt 2006 .
- ❖ Bachelors Degree in Political Science (major) and Public Administration (minor) Institution: Jordan University , Jordan 1996

Employment History

- ❖ Lecturer in department of law , at Al – Mustqbal University college, 2017 .
- ❖ Lecturer in department of law , at Qadisiya University 2006 - 2016
- ❖ Director of the Research and Studies Unit for Human Rights , Al-Qadisiya University / college of law , 2015 .
- ❖ Secretary of the College's Council , Al-Qadisiya University / college of law , 2006 .
- ❖ Administrative and Financial Assistant, UN/ World Food Program , 2005 .

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### Learning transformation during the covid-19 pandemic among faculty members at princess nourah bint abdul rahman university

*Abuso sexual y auto- Transformación del aprendizaje electrónico durante de los miembros de la facultad de la universidad princess nourah bint abdul rahman durante la pandemia Covid-19*

HAIFA ALODAN

<https://orcid.org/0000-0001-7787-8565>

[Hialodan@pnu.edu.sa](mailto:Hialodan@pnu.edu.sa)

Princess Nourah Bint Abdulrahman University, Arabia Saudi

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#### ABSTRACT

It seeks to shed light on the problems of the transition to e-learning during the Covid-19 pandemic among the collaborators of the Princess Nourah Bint Abdul Rahman University faculty, through a descriptive and analytical approach. The tool was represented with the help of a questionnaire organized by the researcher divided into 3 axes, concluding that organizational problems such as problems of slowness, download problems, conversation failure and their obstacles, have the need to articulate activities, criteria of evaluation and questions according to the specifications and tests of distance education.

**Keywords:** Faculty members, E-Learning and covid-19, pandemic, descriptive and analytical approach, conversation failure.

#### RESUMEN

Se busca arrojar luz sobre los problemas de la transición al e-learning durante la pandemia de Covid-19 entre los colaboradores de la facultad de la Universidad Princess Nourah Bint Abdul Rahman, a través de un enfoque descriptivo y analítico. La herramienta fue representada con la ayuda de un cuestionario organizado por el investigador dividido en 3 ejes, concluyendo que los problemas organizacionales como problemas netos de lentitud, problemas de descarga, falla de conversación y sus obstáculos, tienen la necesidad de articular actividades, criterios de evaluación y preguntas acordes con las especificaciones y pruebas de la educación a distancia.

**Palabras clave:** Miembros de la facultad, E-Learning y covid-19, pandemia, enfoque descriptivo y analítico, fracaso de la conversación

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## INTRODUCTION

It has increased the importance of e-learning in educational institutions to cope with the consequences of a COVID19 pandemic, as it provides this method of ease in the practice of education activities and works remotely while maintaining the quality of the output, becoming the institutions that paid in advance attention the most comfortable, where you pay crises and competition to development and the adoption of best practices to achieve goals and excellency (Radha et al.: 2020, pp. 1088-1099). That modern education should be based on the idea of training and continuing education; the world is dynamic and changing in a very fast pace, which requires relying heavily on the exchange of information and processed in order to survive, so the role of education is human to respond effectively to these changes to prepare when they occur, as crises and opposition power development. And adopts first-rate practices to acquire dreams and differences. Modern-day training ought to be primarily based on the concept of schooling and continuing schooling as the world is dynamic and is changing at a very fast tempo. Which calls for heavy reliance on records exchange and processing to continue to exist. So the role of education is to put together humanity to respond efficiently to those changes once they occur. The creation of appropriate changes and the development of societies must combine the reality and how to employ technological facilities in it by making use of the various experiences in e-learning (Aboagye et al.: 2020, pp. 1-8).

Consequently, universities, with their diverse faculties and deanships, pay splendid interest to their development plans to house societal adjustments commensurate with the spirit of the technological age. Taking into account the progressive issue of information and technology and the financial dimensions it carries, reaching society's goals depends on the performance of the educational gadget in accomplishing its improvement desires.

And primarily based on the nation's imaginative and prescient 2030, which incorporates in its packages the improvement of human competencies. to enhance the outputs of the education and schooling machine through packages that maintain pace with the tendencies and requirements of the instances and are in line with the needs of improving the neighborhood and global exertions marketplace and the necessities of the fourth business revolution, and contribute to the improvement of all additives of the education and training system consisting of teachers (Alqahtani & Rajkhan: 2020, pp. 210-216).

The National Transformation Program 2020 has resulted in a weak educational environment that stimulates creativity and innovation, weak interpersonal skills, and critical thinking skills, and reliance on traditional teaching methods. So the Ministry of Education has made one of its most important goals improving the educational environment that stimulates creativity.

It is worth noting that e-learning is one of the best ways to improve the educational environment. as it does not mean merely teaching curricula and storing them electronically (Adedoyin & Soykan: 2020, pp. 1-13), but the essence of remote interaction means the existence of mutual interaction and discussions between students and their teachers away from indoctrination, which focuses on the effectiveness of the learner. So the educational organizations found in it The ideal haven to fulfill its mission during the Corona pandemic (Aboagye et al.: 2020). The positive returns achieved by e-learning during the pandemic's spread for not completely disrupting the educational process. Some challenges faced this process due to the lack or non-availability of the necessary technological infrastructure. The lack of specialists to manage learning systems (Hoq: 2020, pp. 457-464), and the lack of a culture Distance education and its tools (Adedoyin & Soykan: 2020). including the mechanism for initiating effective dialogue and providing conditions for communication between the teacher and the learner (El Refae et al.: 2021; Lassoued et al.: 2020, pp. 210-232).

### Study problem

Princess Nourah Bint Abdul Rahman Faculties is chargeable for getting ready prominent girl graduates in a hastily changing technological generation through accomplishing its undertaking based on being a prominent Faculties with its instructional management and scientific studies that contribute to constructing the know-how financial system with a community and global partnership, as well as accomplishing its values based on

belonging, excellence, distinction and dedication to exceptional professionalism and professionalism approximately (5600) guides have been provided in line with semester through (102) instructional applications for approximately (30.000) lady students. And these publications range extensively in their nature and methods of presentation between theoretical and practical. Area or scientific publications.

The university was suddenly compelled in the course of the pandemic to convert all publications and programs to electronic and faraway methods. Together with (118167) written tests and (820) oral tests. similarly to (1092) graduation papers. (421) commencement initiatives and (116) discussions For scientific dissertations and research initiatives for postgraduate studies ([www.pnu.edu.sa](http://www.pnu.edu.sa)). Hence, The Corona pandemic expanded the hole of new horizons and triumphed for e-learning, which has suffered from stagnation and weakness in normal circumstances. For motives together with a lack of knowledge of its advantages. The marginalized view of it in assessment to the view of conventional schooling and the failure to recognize and approve its outputs (Adnan & Anwar: 2020, pp. 45-51).

Therefore, education leaders at the moment are confronted with the truth imposed on them via the emergency scenario that pushes them to adopt choices commensurate with it from providing the infrastructure and growing appropriate programs. and working on getting ready cadres to cover the want of tutorial institutions. With an emphasis on adopting the philosophy of this educational fashion and not simply the use of it as a tool to preserve tempo with knowledge progress. And the superb technical and to bridge the gap among our university and global universities.

The venture today is to lessen the negative consequences of this pandemic on learning and education as much as possible and to benefit from this revel in to return to the route of improving getting to know at a faster pace by way of adopting a new philosophy of schooling and settling a brand new role for the learner within the framework of a complicated and changing technological philosophy of purpose and style via working to unfold a culture E-learning (Bahasoan et al.: 2020, pp. 100-106). Research confirms the significance of learning about the philosophy of e-learning and its use within the lecture room to make the instructional adventure exciting and interesting. A few studies have indicated a set of demanding situations going through e-learning along with the shortage of enough technical expertise for each party to the training procedure, in addition to the want to prepare substances educational services further to the unavailability or loss of necessary infrastructure.

E-learning additionally faces challenges associated with private preferences, which have nothing to do with the efficiency of the system nor the fine of the technological infrastructure needed to aid it. Because the transformation technique for e-learning confronted a set of demanding situations and limitations, which discovered that anxiety is one of the greatest pressures, he confronted Faculties students of the university of schooling at King Saud Faculties at some point of the Corona pandemic, and their issue lies about the quilt of the semester, exams and checks. They have a look at Arshad. The importance of ensuring net connectivity for school individuals within the workplace as well as at home given that the instructional method is based totally on it all through the duration of the ban (Aliyyah et al.:2020, pp. 90-109).

Study Zero (2020) confirmed that despite the many efforts made to complete the educational process during the Corona crisis, faculty members of various specializations face various difficulties (Aladwan: 2020, pp. 60-64). This applies to the status of members at Princess Nourah Bint Abdul Rahman University. Despite the efforts made in it. But there are some difficulties they faced. The current study seeks to shed light on the difficulties faced by faculty members during the Corona pandemic in various faculties of the university by answering the main question: What are the difficulties of switching to e-learning during the Corona pandemic among faculty members at Princess Nourah Bint Abdul Rahman University.?



### **Which is divided into the following questions:**

1- What are the technical and organizational difficulties for the transformation of e-learning during the Corona pandemic from the viewpoint of the faculty members at Princess Nourah Bint Abdul Rahman University.?

2- What are the difficulties related to faculty members for the transition to e-learning during the Corona pandemic from the viewpoint of the faculty members at Princess Nourah Bint Abdul Rahman University?

3- What are the difficulties related to female students 'transition to e-learning during the Corona pandemic from the viewpoint of the faculty members at Princess Nourah Bint Abdul Rahman University.?

4- What are the methods for overcoming the difficulties of switching to e-learning during the Corona pandemic among faculty members at Princess Nourah Bint Abdul Rahman University?

### **The importance of studying**

The importance of the study is represented in the following:

1- It helps officials and those interested in the education sector to know the difficulties of e-learning in educational programs and to find appropriate solutions to them.

2- It is useful for officials and decision-makers at Princess Nourah Bint Abdul Rahman University to identify the difficulties facing e-learning and to work on avoiding them.

3- Development of educational programs in e-learning commensurate with training and material needs.

4- Providing solutions to face the difficulties that may encounter the e-learning system during the Corona crisis.

5- Shedding light on the efforts of Princess Nourah Bint Abdul Rahman University. in addressing the obstacles that faced e-learning during the Corona crisis.

### **The limits of the study**

The study is limited to faculty members at Princess Nourah Bint Abdul Rahman University who taught remotely through the blackboard system during the Corona pandemic. In the second semester of the academic year 1441/40 AH and the first semester of the academic year 1442/41 AH.

## **LITERATURE REVIEW**

### **First. E-learning**

The idea of e-studying has developed consistent with the levels of technology development. Because it acquires its concept in line with the nature of its employment. Naidu (2006) described it as training based on the usage of information and communication technology networks. E-learning procedure because of interplay with digital content material and community-based offerings and technology the use of computers. Either remotely or head to head (Kagoya: 2020, pp. 233-240). a complete educational, technological device. And a meant and ruled schooling system. Based totally on philosophical thought and new instructional theories. Wherein the learner stories deliberate and studied studies via his interplay with diverse digital sources systematically and sequentially in step with procedures and activities learning organized in bendy electronic gaining knowledge of environments primarily based on computer systems and networks to assist learning tactics and facilitate their incidence at any time and place (Bogdandy et al.: 2020).

It's far clean from the previous definitions how the idea of re-learning has advanced from being merely supporting the computer and using its skills as a tool. Passing via the development of technology. Applications, data, and communication era media and the unfold of clever devices till we emerged from the restricted changes in a selected time, place, and surroundings to attain the extensive and flexible concept To take advantage of all bureaucracy and environments of technology in facilitating the educational process and

enhancing overall performance via creating a bendy digital surrounding that fits and integrates with the character of novices teachers and academic content with an emphasis on techniques, not gear.

As a result, e-learning can be defined as a machine of special ethical approaches and practices to facilitate training and improve overall performance. Based totally on integration among the outputs of instructional theories. Equipment and environments of information and conversation generation. To create an incorporated academic technology system that works to reap know-how get entry to throughout networks and simultaneous and asynchronous interaction among numerous events and all (Alqahtani & Rajkhan: 2020).

### **The most important goals of e-learning**

- 1- Making the educational material available to the learner and teacher electronically.
- 2- Improving teachers' effectiveness by increasing their experience in preparing educational materials.
- 3- Access to information sources easily to take advantage of them in the educational process.
- 4- Increase the level of understanding. Culture and creativity among the learners.
- 5- Compensation for the shortage of educational personnel.
- 6- Facilitating communication with all parties to the educational process in an organized and accessible manner.

### **E-Learning Recruitment Forms**

E-learning can be employed in several ways. depending on the need and the available services:

- 1- Auxiliary form (partial): where some e-learning techniques are used with traditional education.
- 2- The blended model: E-learning and traditional education are combined here.
- 3- Single (complete) model: In this case. E-learning is used as a complete alternative to the traditional one.

The researcher believes that integrated e-learning is one of the patterns that appeared as a compromise between the electronic style and the traditional pattern of education to ensure the presence of the teacher and his directions with reliance on the use of electronic media that students master. And from here, its importance emerged because of its clear impact on the educational environment and the level of teaching this way. The advantages of traditional and electronic education will be used together, which were already used in universities during the Corona pandemic, and in several models to ensure the continuity of education. In addition to modernizing the intellectual and knowledge structure. The role of e-learning in renewing the goals of higher education in line with the changes in the knowledge age to raise the level of contribution to the overall development of society is highlighted. In addition to his role in providing innovative methods using communication tools that call for the quality of introducing modern technology in university education. On the other hand. The competencies it provides to solve problems such as weak financial capabilities and mobility difficulties. Whether for learners or faculty members (Aini et al.: 2020, pp. 57-65).

From the above. We see the potential of e-learning in the continuity and quality of the educational process. as we lived through the need for many countries to transform the methods of their traditional educational institutions to slow the spread of the Coronavirus. Technology has become an essential part of our daily life. As e-learning tools such as the Internet and smart devices have been used dynamically in the process. Education. E-learning using various applications such as zoom. Teams. So we need to be familiar with the technology and the methods of its use. The researchers also recommend teachers use e-learning tools in the classroom in natural situations and encourage students to do so to make the educational journey enjoyable and exciting. The importance of benefiting from the results of other countries' experiences of this type of education in developing our education(Sefar & Ammar: 2020).

E-learning was the reason for many people to complete their education in many countries in light of the Corona pandemic crisis because of its capabilities and advantages. Including raising the creative competence of teachers and gaining technological expertise through professional growth. The study also recommended

mastering the practical applications of using computers. Information networks and databases in teaching specialization subjects. And limiting themselves to using one platform and relying on it to not stress teachers and not distract students. Teacher training on the TIMES program and preparing them for e-learning to be continuous and a strategic plan for the future and not just a necessity for a temporary period. It also recommended conducting attendance tests. Taking into account the precautionary measures.

### **E-learning problems and challenges**

The researcher believes that one of the best difficulties and demanding situations going through e-learning is the lack of community recognition of its ideas. The level of time and effort spent in education teachers and leaders of tutorial fields on the way to cope with its gear. In addition to the rejection of many teachers and leaders for non-public reasons that fluctuate from cloth to psychological.

The high monetary value of its implementation is likewise a challenge. Further to the safety risks that it entails. Along with plagiarism. Theft and penetration. Which makes the academic technique unsafe. The mission isn't always most effective in recruiting curricula and curricula and converting them from conventional training; however, it also in localizing the new position of the learner inside the framework of a complicated and converting technological philosophy in goal and fashion. And we should make paintings to discover answers to these barriers with the aid of focusing on spreading his subculture and recognition of its significance, despite the advantages provided through e-learning. The hassle of keeping educational requirements associated with satisfaction represents the main trouble going through it. Particularly inside the interplay between instructor and learner and the steerage and counseling, it includes. The unexpected transition of e-learning at some point of the Corona pandemic has caused a prime disaster in a few countries due to the loss of increased training. Vulnerable infrastructure and the modest economic state of affairs of society. In addition to the shortage of schooling and enough experience in using specialized gaining knowledge of control systems. And for this reason, a massive lodge has been made to the social media applications in the move, consisting of WhatsApp. YouTube. Facebook. and others, and a few also used radio channels to attain rural and far-off areas.

The enjoyment of e-learning is still the latest for some. and it wishes strategic plans. Field research. And non-stop evaluation and evaluation to reach sensible and tangible effects. As the difficulties in infrastructure and laboratories in the areas of verbal exchange and statistics era. Further to the shortage of non-stop electric powered power, and the weak spot of the internet service as compared to nations other, and the absence of unified structures for digital tests. Further to the need to train administrative and coaching groups of workers. In addition to Faculties students. The results of several studies affirm that the principal trouble in e-learning at some point of the pandemic is the dearth of sufficient technical information for each party to the education technique. Further to the need to put together academic materials. the crisis helped reveal the talents of real instructors in the technological aspect. As found out using instructors' warning and apprehension about making use of e-studying formally. And the lack of revel in of a few with technological capabilities. Which led to the presence of intense tension they have approximately the enjoy (Morsy: 2020). Additionally, discovered the decline inside the contributions of the instances program. That's approved inside the Madrasati platform for the Ministry of education. And the issue of controlling electronic checks. Which confirmed that forty% of novices in Saudi public education did not obtain the anticipated go back from education in Corona length thru the contents and environment of instructional systems. And that 56% of them had trouble using those systems. E-studying can update traditional schooling if the fundamental requirements are furnished in its platforms. Such as the virtual classroom function. The ability to record lectures. And a consumer interface with capabilities to improve getting to know and motivate newcomers.

Pronounced an increase inside the obstacles associated with the talents of Faculties participants. And the limitations related to the infrastructure and system used in university education inside the e-learning machine at some stage in the Corona pandemic. From the viewpoint of the school members at Jazan Faculties, Categorized boundaries to e-learning in universities in five axes:

1- Organizational boundaries: along with adopting the philosophy of e-learning as an accredited gadget and bearing the technological infrastructure in its diverse bureaucracy.

2- Technical barriers: they're all associated with communication networks in terms of exceptional. Potential and protection.

3- Self-imposed obstacles: these encompass what is related to the beginners and save them from accepting this form of education. Whether psychological. Material. Technical or medical factors.

4- Pedagogical limitations: it is represented using the school contributors 'lack of acceptance of this sort of education because of the double efforts it calls for them to prepare and apply.

5- Societal obstacles: the emergence of a few terrible traits in the direction of e-learning in society and no longer accepting it.

Look at encouraged growing curricula and display approach to match e-studying. Intensifying cooperation among the ministries of conversation and schooling to remedy the technical troubles that preclude the progress of e-learning, and that the evaluation procedure is non-stop for all elements of the e-learning process to deal with weaknesses and expand strengths. Additionally, endorsed the need to instruct network participants approximately the significance of e-learning and forming nice developments towards it, and inspiring faculty participants to sign up for education courses to broaden their capabilities in the usage of e-learning gear.

Take a look at foreseen the transformation of e-learning to hold tempo with the technological development within the globe. As a way to be done sluggishly and more than one degree, and that Saudi Arabia is one of the first Arab countries that seek this variation through the (destiny Gate) application. E-learning is the future of training. In particular for agencies that need to analyze with boundaries that save them from attending traditional schooling, which includes students who cannot get the right of entry to Faculties. And people connected to paintings. And justifies the dearth of a misunderstanding of some academic institutions inside the use of us for the duration of the Corona pandemic in the presence of unique protocols for emergencies, which include risky weather phenomena and seasonal influenza. Depend upon using e-learning equipment to compensate for the inability of Faculties students to head to high school. And these faculties educate their students earlier on numerous e-learning of equipment. In addition to that, there are a few establishments and groups that had been operating from domestic In regular conditions. as a type of approach to elevate the performance of labor. which made it additionally one of the sectors that have been not exposed to bad results surprising crisis.

## **Second. The university's efforts to overcome the problems of transitioning to e-studying during the COVID19 pandemic (E-learning branch at Princess Nourah Bint Abdul Rahman Faculties. 2020)**

The sudden transformation of e-learning has brought about the emergence of many problems and troubles that international locations and educational institutions have treated. in percentage to their cloth. scientific and technological capabilities. and one of the most a success reports domestically is the revel in of Princess Nourah Bint Abdul Rahman Faculties. which succeeded in overcoming maximum of the troubles they confronted because of this alteration. the subsequent is a presentation of the challenges that I confronted and the methods to overcome them. which can be divided into comprehensive demanding situations and solutions for the Faculties as an entire and internal and unique one stemming from inside each faculty in line with its unique issues (Adedoyin & Soykan: 2020). demanding situations and boundaries that faced the Faculties and the way to address them:

1- Organizational demanding situations and their answers:

- Scheduling of virtual classes for all publications: A digital study room device (MS groups) has been furnished with a capability that consists of all users so that all guides are scheduled as they're within the educational system.
- holding digital final exams for all guides: the checks were rescheduled at more than one durations

to healthy the systems 'capacity. And the work of testing committees that work to make certain the first-rate of the checks. their comprehensiveness and compatibility with the modern state of affairs.

2- Technical challenges and their solutions:

- absorbing the re-learning gadget for all university users: work has been made to elevate the gadget's capacity using 300% within forty-eight hours to ensure that the instructional system maintains stably.
- Creating an electronic trying out device: An digital question Mark machine has been supplied to accommodate all checks for all publications.
- The dearth of technical surroundings prepared for female Faculties students to enable them to retain studying: greater than 400 gadgets and internet chips have been furnished to lady Faculties students and added to them after figuring out the wishes of the faculties.

3-The Faculties. represented through the overall management of facts and communication generation. furnished a fixed electronic structures as simple solutions. which include:

- Learn Blackboard e-learning management system.
- Collaborate Blackboard Virtual Classroom System.
- Microsoft Teams virtual classroom and remote meeting system.
- Question Mark electronic testing system.
- Blackboard Analytics reporting system.

At the end of the academic year, 1441/40 AH. the university represented by the General Administration of Information and Communication Technology and the E-Learning Department developed an integrated plan to equip the systems and technical solutions necessary to achieve the integrated environment and the different needs of all users for the new academic year 41/1442 AH. which includes the completion of the following works during the summer period:

- 1- Blackboard (Learn. Ally. Contact. Collaborate) upgrade to the latest version.
- 2- Complete upgrade of Blackboard Analytics' reporting system to the latest version.
- 3- Developing the technical support system.
- 4- Developing electronic curricula to be compatible with electronic quality and achieving outputs.
- 5- Developing and implementing training programs for university employees.

Examples of the specific challenges and obstacles that faced some faculties and how to deal with them:

1- Faculties of Education: The e-learning unit in the Faculties organized sessions (30 minutes per session) throughout the week to support individual members of the faculty in how to deal with the Blackboard and its various tools. and at different times during the school day. whether for training or answering inquiries. The unit also provided advisory sessions through specialists in e-learning and educational design from faculty members to support members of the educational body in how to design content to be presented by quality standards for e-learning. The Faculties was keen to provide channels of communication and support for members by answering their questions and providing them with guidelines throughout the study period and final examinations remotely.

2- Faculties of Dentistry: This faculty is considered one of the first Faculties in the Kingdom that launched the electronic examination system using the Exam soft program. which made its use during the pandemic more smooth due to the program's advantages such as analyzing learning outcomes to give a comprehensive perception of the students' performance. Due to the nature of the clinical study in recent years at the Faculties. the use of the Axiom electronic file program. which is the first of its kind in the Kingdom. contributed to the analysis of the percentage of students' completion in clinical courses and the monitoring of cases that are in the process of treatment. which facilitated the decision-making process and the analysis of data without the presence of members or students To the workplace.

3- Faculties of Pharmacy: The Faculties trained members on remote work methods by providing workshops and continuous support through the e-learning unit and producing detailed introductory videos

for the steps of preparing electronic exams and feeding question banks. The Faculties was keen not to delay the graduation of its students in the last year. so it activated internship training with accredited remote training bodies within the specializations that do not require the presence of the pharmacist in the workplace. such as drug information and drug administration. The Faculties also provided a remote clinical course during which cases were presented from the daily practice of the profession and the student was evaluated according to approved forms.

4- Faculties of Nursing: The Faculties transferred all requirements that require interaction and discussion to the electronic method through the Blackboard system and Microsoft Teams. Female students were evaluated instead of the practical aspect of clinical training by doing research and presenting hypothetical clinical cases of patients and focusing on critical and analytical thinking in them.

## METHODOLOGY

The study used the descriptive and analytical approach to find out the difficulties of the sudden transformation of e-learning during the COVID19 pandemic among faculty members at Princess Nourah Bint Abdul Rahman University.

### Society and the study sample

The study population consists of all the faculty members at Princess Nourah Bint Abdul Rahman University. whose number is (2078) members. divided into (15) Faculties with various specializations ranging from a humanitarian. scientific. health. and community Faculties. Table (1) shows the distribution of members among the Faculties of the university.

**Table (1).** Show distribution of faculty members in the Faculties of the university

Percentage	Number of members	Faculties	S
<b>Human Faculties</b>			
14.6	303	Literature	1
13.4	279	Education	2
7.9	164	Designs and arts	3
7.2	149	Languages	4
3.2	67	Social Service	5
<b>Science Faculties</b>			
			6
15.1	313	Sciences	7
8.3	173	Management and business	8
8.0	167	Computer and Info sciences	9
1.1	23	Engineering	10
<b>Health Faculties</b>			
			11
6.2	129	Health and Rehabilitation Sciences	12
3.6	74	Human Medicine	13
3.4	71	the pharmacy	14
2.7	57	dentist	15
2.5	52	Nursing	16
<b>Community Faculties</b>			
			17
2.7	57	Society	18
100.0	2078	Total	

As for the study sample, it consisted of (355) faculty members who taught remotely via the blackboard system during the Corona pandemic in the second semesters of the academic year 1441/40 AH and the first of the academic year 1442/41 AH. and Table (2) shows the description of the sample members:

**Table (2).** Show distribution of the study sample according to the Faculties

Percentage	Repetition	Faculties	S
22.3	79	Education	1
20.8	74	Literature	2
13.5	48	Sciences	3
9.0	32	Languages	4
6.8	24	Designs and arts	5
5.4	19	Computer and Info sciences	6
4.8	17	Human Medicine	7
4.5	16	Management and business	8
3.9	14	Dentist	9
2.0	7	Engineering	10
2.0	7	Social Service	11
1.7	6	Health and Rehabilitation Sciences	12
1.7	6	Nursing	13
1.1	4	The pharmacy	14
0.6	2	The society	15
100	355	Total	

Table (2) shows the distribution of the study sample according to the Faculties, where the Faculties of Education formed the highest percentage of responses by (22.3%), followed by the Faculties of "Arts" by (20.8%), then the Faculties of "Science" by (13.5%) While the lowest percentages were for the Faculties of Pharmacy (1.1%), followed by the Faculties of "Community" at (0.6%).

## Study tools

The questionnaire-based on theoretical frameworks for education and e-learning and related previous studies and according to the e-learning administration report on activating distance education during the pandemic at Princess Nourah Bint Abdul Rahman University was used to investigate the views of the study sample about the difficulties they faced during the sudden shift to e-learning during the pandemic Corona. The initial image of the tool was built into (30) phrases, listed on the triple Likert scale (always), (sometimes) and (never).

## Tool Validity and Stability

### 1- Virtual honesty

The initial image of the questionnaire was presented to a group of distinguished referees specialized in the field of educational technology, curricula and teaching methods. Some of the phrases were modified and others deleted, and in light of their opinions, the final version of the questionnaire was reached, which consisted of (25) phrases that fall under three axes: Technical and organizational difficulties (14) phrases, difficulties about faculty members (6) phrases, and difficulties of female students (5) phrases.

## 2- Validity of internal consistency

After verifying the apparent validity of the questionnaire, the researcher calculated the correlation coefficient Pearson between each statement and the total degree of the axis to which it belongs, and this is evident from the following tables:

**Table (3).** Show the validity of the internal consistency of the axis of technical and organizational difficulties

Correlation coefficient	S	Correlation coefficient	S
0.736**	8	0.469**	1
0.646**	9	0.436**	2
0.608**	10	0.686**	3
0.595**	11	0.706**	4
0.587**	12	0.725**	5
0.616**	13	0.719**	6
0.665**	14	0.699**	7

\*\* Significant at the level of 0.01.

**Table (4).** Show the validation of the internal consistency of the faculty members' difficulties axis

Correlation coefficient	S	Correlation coefficient	S
0.774**	4	0.668**	1
0.747**	5	0.733**	2
0.653**	6	0.562**	3

\*\* Significant at the level of 0.01.

**Table (5).** Show the validation of the internal consistency of the students' difficulties axis

Correlation coefficient	S	Correlation coefficient	S
0.803**	4	0.773**	1
0.716**	5	0.834**	2
		0.866**	3

\*\* Significant at the level of 0.01.

It is evident from Tables (3, 4 and 5) that all statements are positively and statistically related to the total degree of the axis to which they belong at significant levels (0.01), which means their internal consistency and validity.

## Stability

The researcher used the Alphakronbach coefficient ( $\alpha$ ) to ensure the stability of the questionnaire of the study tool, and the results were as shown in the following table:

**Table (6).** Show Alphakronbach coefficients for the questionnaire axes

Stability coefficient	S	Axes of the resolution	S
0.886	14	Technical and organizational difficulties	1
0.772	6	Difficulties for faculty members	2
0.859	5	Difficulties for female students	3
0.905	25	Total stability	



Table (6) shows the values of the Alphakronbach reliability coefficients for the questionnaire axes. where all its stability coefficients were statistically high. which ranged between (0.772 and 0.886). and the overall stability was high. reaching (0.905). which indicates the stability of the questionnaire and its validity for application.

## RESULTS

To achieve the objectives of the study and answer its questions. the data were analyzed by any appropriate statistical methods using the Statistical Package for Social Sciences. which is symbolized by an acronym (SPSS). After the data was coded and entered. and to determine the length of the three scale cells for the tool axes. the range was calculated ( $5 - 1 = 4$ ). then divided by the number of scale cells to obtain the correct cell length i.e. ( $4 \div 5 = 0.80$ ) after that these were added The value to the lowest value in the scale to determine the upper limit of this cell. and thus the length of the cells became as follows:

- 1- From 1.00 to 1.66 (never).
- 2- From 1.67 to 2.33 (sometimes).
- 3- From 3.00 represents (always).

### The following is a detailed answer to the study questions

#### First. The answer to the first question

To answer the first question. which states: What are the technical and organizational difficulties for the transformation of e-learning during the Corona pandemic from the viewpoint of the faculty members at Princess Nourah Bint Abdul Rahman University.? The viewpoint of the study sample about technical and organizational difficulties was reviewed through frequencies. percentages. averages. and standard deviations of their responses. as follows:

**Table (7).** Show the study sample's viewpoint on technical and organizational difficulties

Arrangement	SD	Mean	Answer alternatives			Paragraphs	S
			Never	Sometimes	Always		
10	0.59	1.48	202 (%56.9)	135 (38.0%)	18 (%51)	Lecture times conflict with other lectures or exams	1
13	0.58	1.0	271 (%76.3)	62 (%17.5)	22 (%62)	Limiting the permissible period for a single lecture on the blackboard	2
1	0.61	2.34	26 (%7.3)	182 (%51.3)	147 (%41.4)	Internet problems such as: slow. download problems. connection failure	3
2	0.60	2.13	44 (%12.4)	221 (%62.3)	90 (%25.4)	The system does not allow some students to enter the lecture	4
4	0.61	2.11	49 (%13.8)	218 (%61.4)	88 (%24.8)	Complete the system for some students from the blackboard	5
6	0.62	1.95	76 (%21.4)	219 (%61.7)	60 (%16.9)	Taking out the system for some students from one of the tools inside it. such as discussion forums or exams	6
5	0.60	2.08	51 (%14.4)	223 (%62.8)	81 (%22.8)	The blackboard broadcast was interrupted by some students during the lecture	7
7	0.67	1.66	161 (%45.4)	154 (%43.4)	40 (%11.3)	Some tools such as virtual classes. discussion forums. student preparation. e-mail, screen sharing. did not display the icon	8
3	0.57	2.12	38	235	82		9

			(%10.7)	(%66.2)	(%23.1)	Sound problems such as choppiness. lag Interruptions		
9	0.65	1.57	185 (%52.1)	139 (%39.2)	31 (%8.7)	Files such as PowerPoint cannot be displayed in virtual classes	10	
11	0.61	1.48	205 (%57.7)	128 (36.1%)	22 (%6.2)	A malfunction in the lecture recording process	11	
14	0.53	1.29	266 (%74.9)	76 (%21.4)	13 (%3.7)	Errors in grades that appear to students	12	
12	0.62	1.48	207 (%58.3)	124 (%34.9)	24 (%6.8)	The lack of questions for some students in some tools such as discussion forums or assignments	13	
8	0.62	1.63	157 (%44.2)	171 (%48.2)	27 (%7.6)	Female students 'responses are not received in some tools such as discussion forums or assignments	14	
	0.39	1.76	General mean					

Table (7) presents the viewpoint of faculty members on the technical and organizational difficulties during the Corona pandemic, and it was found through the overall average of responses that they (sometimes) face technical and organizational difficulties during the Corona pandemic, as the overall average was (1,76 out of 3).

It is also evident from the table that the technical and organizational difficulties that appeared permanently are limited to only (Internet problems such as slow, download problems, connection failure). With this result, the viewpoint of the faculty members at Princess Nourah Bint Abdul Rahman University agrees with the members at Jazan University in regarding the high obstacles related to the infrastructure of the e-learning system during the Corona pandemic, but it was identified at Princess Nourah Bint Abdul Rahman University with Internet problems. This result is also consistent with the findings of the study that there are high-impact administrative and organizational obstacles in the ability of educational institutions to continue their basic educational services remotely during the Corona pandemic (Karpov: 2017, pp. 804-810). The viewpoint of the current study sample also demonstrated that the lack of information and communication technology infrastructure may limit access to new technologies and that societies need a strong partnership between the public and private sectors in terms of providing and disseminating that infrastructure. The Internet is its foundation. The current result is also in line with cooperation between the Ministries of Communications and Education should be intensified to solve the technical problems that hinder the progress of e-learning (Naidu: 2006). The researcher believes that the speed and quality of communication networks has a great impact on the level of achieving the desired goals of e-learning, emphasized the importance of ensuring Internet connectivity, given that work in the periods of the ban is based on it completely (Markus: 2008).

### Second, The answer to the second question

To answer the second question, which stated: What are the difficulties related to faculty members to switch to e-learning during the Corona pandemic from the viewpoint of faculty members at Princess Nourah Bint Abdul Rahman University.? The viewpoint of the study sample about the difficulties related to the members was reviewed through the frequencies, percentages, means and standard deviations of their responses as follows:

**Table (8).** Show The study sample's viewpoint on the difficulties related to faculty members

Arrangement	SD	Mean	Answer alternatives			Paragraphs	S
			Never	Sometimes	Always		
6	0.78	1.95	117	139	99	Lack of training before the pandemic on using the blackboard system	1
			(%33.0)	(%39.2)	(%27.9)		
5	0.74	1.95	106	161	88	Lack of experience in using the Blackboard system	2
			(%29.9)	(%45.5)	(%24.8)		
1	0.66	2.58	33	83	239	Extended and unlimited working hours	3
			(%9.3)	(%23.4)	(%67.3)		
4	0.60	2.51	19	136	200	Activities need to be modified to suit the method of distance education	4
			(%5.4)	(%38.3)	(%56.3)		
3	0.58	2.54	16	130	209	Building new evaluation criteria to suit the activities used remotely	5
			(%4.5)	(%36.6)	(%56.9)		
2	0.62	2.57	25	103	227	Preparing questions commensurate with the specifications of the remote tests	6
			(%7.0)	(%29.0)	(%63.9)		
	0.46	2.35	General mean				

Table (8) presents the results of the difficulties related to the faculty members from their point of view, where the overall average of the responses indicates the existence of four difficulties out of six that they faced permanently and came in the following order:

- 1- The extension and unlimited working hours, as we find that 67.3% of the members faced this difficulty (always) and 23.4% (sometimes), while 9.3% did not (never).
- 2- Preparing questions that fit the specifications of remote exams, and 63.9% of the members face this difficulty (always) and 29.0% (sometimes), while 7.0% did not (never).
- 3- Building new evaluation criteria to suit the activities used remotely. 58.9% of the members face this difficulty (always) and 36.6% (sometimes), while 4.5% did not (never).
- 4- The necessity of modifying activities to suit the method of distance education. We find that 56.3% of the members were facing this difficulty (always) and 38.3% (sometimes), while 5.4% did not (never).

This indicates that the majority of the faculty members were constantly facing difficulties related to them, and the researcher believes that those difficulties that the study sample faced as a whole are related to the quality standards of e-learning, which constitute a strategic goal for university education as each university seeks to reach the quality of its electronic courses, and for Princess University Noura bint Abdulrahman has made great contributions in this field, which were previously mentioned. Recommended that faculty members be encouraged to train to develop their skills in the use of e-learning tools, and the use includes many skills, including those related to time management and those related to electronic content management ((Raheem & Khan: 2020, pp. 3135-3138). Also, e-learning makes a vital contribution to the teaching and learning process from home and makes it a fun and interesting process by providing teachers with creative ideas that help in owning their electronic style (Sudevan: 2020).

The current study agrees with the importance of the availability of basic standards in e-learning platforms to improve education and motivate learners. It also agrees with what was recommended on the necessity of developing curricula and the way they are presented to suit e-learning and for the evaluation process to be continuous for all components of e-learning. The previous results are also consistent with what regarding the

problem of maintaining academic standards related to quality, especially in the interaction between teacher and learner. I also agreed with the study that the main problem in e-learning during the pandemic lies in the lack of sufficient technical expertise for both parties to the education process, in addition to the need to prepare high-quality educational materials. This study that the pre-preparation on using Blackboard that Jazan University provided to all its members through mentoring sessions had a great impact in helping them to make the most of the system's multiple advantages in the educational process (Iacuzzi, et al.: 2020, pp. 1-6).

**Third, The answer to the third question**

To answer the third question, which states: What are the difficulties related to female students switching to e-learning during the Corona pandemic from the viewpoint of the faculty members at Princess Nourah Bint Abdul Rahman University.? The viewpoint of the study sample about the difficulties related to the female students was reviewed through the frequencies, percentages, averages, and standard deviations of their responses, as follows:

**Table (9).** The study sample's viewpoint on the difficulties related to female students

Arrangement	SD	Mean	Answer alternatives			Paragraphs	S
			Never	Sometimes	Always		
3	0.65	2.19	47	192	116	Lack of experience in using the Blackboard system	1
			(%13.2)	(%54.1)	(%32.7)		
2	0.70	2.25	53	162	140	The lack of an appropriate technical environment	2
			(%14.9)	(%45.6)	(%39.4)		
5	0.74	2.06	86	161	108	Low motivation towards using e-learning	3
			(%24.2)	(%45.4)	(%30.4)		
4	0.72	2.15	69	162	124	Lack of seriousness in working through distance education	4
			(%19.4)	(%45.6)	(%34.9)		
1	0.65	2.39	32	154	169	Feeling anxious when dealing with electronic tests	5
			(%9.0)	(%43.4)	(%47.6)		
	0.55	2.21	General mean				

Table (9) displays the results of the difficulties related to female students, and indicates

**DISCUSSION**

the general direction of the difficulties for the option (sometimes), as four out of five difficulties refer to this option, and they came in the following order:

- 1- The lack of an appropriate technical environment, as we find that 39.4% of the faculty members view the existence of this difficulty (always) and 45.6% (sometimes), while 14.9% think that it does not exist (never).
- 2- Lack of experience in using the blackboard system, as 32.7% of faculty members views the existence of this difficulty (always) and 54.1% (sometimes), while 13.2% think it does not exist (never).
- 3- Lack of seriousness in working through distance education, and we find 34.9% of the faculty members came to view this difficulty (always) and 45.6% (sometimes), while 19.4% believed that it did not exist (never).

- 4- The lack of motivation towards the use of e-learning, as 30.4% of the faculty members view the existence of this difficulty (always) and 45.4% (sometimes), while 24.2% think that it does not exist (never).
- 5- As for the phrase (feeling anxious when dealing with electronic tests), it referred to the option (always), as 47.6% of faculty members believed that this difficulty existed (always) and 43.4% (sometimes), while 9 0% thought it (never) existed.

The first three results are consistent with seeing that the lack of confusion of some educational institutions in the United States of America during the Corona pandemic came through the existence of permanent protocols that rely on the use of e-learning tools to compensate students if they are unable to attend school. By training them in advance on various e-learning tools, the researcher believes that the current result is a reflection of Princess Nourah Bint Abdul Rahman University's efforts in e-learning and empowering students and members of its tools. These results differ with the findings of regarding the need for university students to train on e-learning platforms and tools, regarding learners 'lack of experience with technological skills, which led to their fear of e-learning (Arshad, et al.: 2020).

As for the fourth and fifth results, they agree with the, which identified academic pressures by examining the concerns and fears that students of the Faculties of Education at King Saud University face during the Corona pandemic, whose results revealed that the biggest problem in students 'tension lies in their anxiety about the end of the semester and the exams (Moawad: 2020, pp. 100-107). Accordingly, the principle examine query become replied: What are the difficulties of changing to e-learning of all through the Corona pandemic among Faculties individuals at Princess Nourah Bint Abdul Rahman University.? thru the outcomes of answering the sub-questions shown in tables (7, eight and nine), which are summarized as follows:

### **First, Technical and Organizational difficulties**

The standpoint of the Faculties individuals inside the look at sample become that there are technical and organizational problems always restricted to (net problems together with slow, download problems, connection failure), and there had been different difficulties, but they appear from time to time, and they may be as follows (Hautemo & Uunona: 2018):

- 1- The gadget does now not permit a few Faculties students to go into the lecture
- 2- Sound issues inclusive of choppiness, lag, interruption, and echo
- 3- Casting off the system for some Faculties students from the blackboard absolutely
- 4- The blackboard broadcast turned into interrupted by some students in the course of the lecture
- 5- Doing away with the device for a few students from one of the gear interior it, inclusive of dialogue boards or checks.

### **Second, Difficulties related to school members**

The viewpoint of the Faculties participants of the look at the sample become that the difficulties associated with them, which they faced completely, have been the following:

- 1- Extended and limitless running hours.
- 2- Making ready questions commensurate with the specs of the far-flung tests.
- 3- Constructing new evaluation standards to suit the activities used remotely.
- 4- The need to amend the activities to suit the technique of distance education.

### **Third, Difficulties related to female students**

The viewpoint of the faculty members in the study sample was that the difficulties related to female students always exist are: (Feeling anxious when dealing with electronic tests).

## CONCLUSION

Based on the results of the study, the researcher recommends the following:

- 1- Being guided by the difficulties faced by faculty members at Princess Nourah Bint Abdul Rahman University to develop e-learning at the university.
- 2- To benefit from the results of the current study in identifying the problems of e-learning that faculty members face in various Saudi universities.
- 3- Benefiting from the results of the study in giving indications of the e-learning problems that public education faces.
- 4- Being guided by the difficulties faced by faculty members at Princess Noura bint Abdurrahman University to solve the problems of e-learning to develop it in Saudi universities.
- 5- Difficulties of switching to e-learning during the Corona pandemic among students of Princess Nourah Bint Abdul Rahman University.
- 6- Difficulties of transforming e-learning during the Corona pandemic among the leaders of Princess Nourah Bint Abdul Rahman University.
- 7- Difficulties of transforming e-learning during the Corona pandemic among faculty members at King Saud University.
- 8- Difficulties of switching to e-learning during the Corona pandemic among female students of King Saud University.
- 9- Difficulties of transforming e-learning during the Corona pandemic among King Saud University leaders.
- 10- Evaluating the distance learning experience at Princess Nourah Bint Abdul Rahman University during the Corona pandemic from the faculty members' point of view.
- 11- Evaluating the distance education experience at Princess Nourah Bint Abdul Rahman University during the Corona pandemic from the female students' point of view.

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### **BIODATA**

**HAIFA ALODAN** has been received both her MSc degree in 2005 and her PhD in 2014 in Educational Technology, from Princess Nourah Bint Abdulrahman University, KSA. She has published many papers in the field. Dr. Haifa was the head of the Educational Technology Department/ College of Education/ Princess Nourah Bint Abdulrahman University between 2018 - 2020.

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# The aesthetics of narrative in the collection of Ankawi short stories of the storyteller Noori Boutros

*Estética de la narrativa en la colección de relatos cortos Ankawi de la narradora Noori Boutros*

**SIHAM .H. JAWAD**

<https://orcid.org/0000-0003-2649-0514>

seham.hasan@uosamarra.edu.iq

The University of Samarra, Iraq

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### ABSTRACT

The narrative that operates in the stories of Noori Boutros are two different spaces, one heading towards objective narratives, the other in the narrative of self-narration, and a third space that does not lean on certain grounds. This rotation between consciences in the narrative work is a necessity aesthetic so that the narrative process does not stay in the same pattern, the beauty of the narrative work lies in its diversity and difference. The storyteller and through what we have investigated in the collection of short stories, we find it did not stop at a narrative level, but in the multiplicity of several ones.

**Keywords:** Narrative, Ankawi stories, storyteller, Noori Boutros.

### RESUMEN

La narrativa que opera en los relatos de Noori Boutros son dos espacios diferenciados, uno orientado hacia narrativas objetivas, el otro en la narrativa de la auto-narración, y un tercer espacio que no se apoya en ciertos fundamentos. Esta rotación entre conciencias en el trabajo narrativo es una necesidad estética, para que el proceso no se quede en el mismo patrón, la belleza del trabajo narrativo radica en su diversidad y diferencia. El narrador a través de lo que hemos investigado en recopilación de relatos cortos, encontramos que no se detuvo en el nivel narrativo, sino en la multiplicidad de varios niveles.

**Palabras clave:** Narrativa, cuentos Ankawi, narrador, Noori Boutros.

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## **INTRODUCTION**

The narrative has an essential and central task in the narrative work, as it is one of the most important technological means in the verbal act (it performs a representative function in which it installs the imaginary material, and regulates the relations between it and the cultural references, which makes it fall into a double relationship with its References, because they invested many of its components, especially events, personalities, time backgrounds, and spaces, but at the same time its separated from them, because the story is rhetorically imposed by narrative imagination systems (Spanos: 2017).

Anecdotal text is narrative per excellence, the central components that form the basis of anecdotal material and contribute to the creation of a narrative based on imagination in his narrative practice, but the narrative components that are built on the basis (narrative theory), which regulates the narrative activities and all its activities (Asnawi et al.: 2019)

Narrative technology is one of the most important techniques of storytelling, and it is a special technology that is narrative in its various forms. It has been seen as "a succession of events, or as a discourse, or as an artificial product organized by its readers, giving it meaning" (Bond et al.: 2020, pp. 315-368).

Critics have emphasized the existence of two types of narration (a transparent narrative and a dense narrative). When the narrative disappears to the maximum in favor of the tale, a transparent narrative appears that makes events tell themselves without the recipient feeling the presence of the narrative mediator. As a producer or creator of the story, the recipient does not merge with the events and the reality of the story is not realized, but the rupture of illusions and broken its components, the narrator intervenes talking about himself and his role, making observations about everything, and here the dense narrative appears) in two different spaces, one of which goes towards the objective narrative, in A heading in the other self-narrative space (McHale: 2009, pp. 11-30).

## **METHODOLOGY**

The narrative of the conscience of the speaker is a technique used by the narrator of the speaker to be able to play a technical game that entitles him to attend and thus allows him to intervene and analyze in a manner that generates the illusion of persuasion.

The narrative of the absent conscience or objective narrative is the most common pattern in the narrative code. The narrator stands outside the narrative, an omniscient narrator conceived like an omnipotent god, as long as he sees everything - no matter how big or small - and knows everything, But it is not part of the world that he is showing us from the high external perspective that stares him (Smith: 2018).

The narrative text rises on several levels of narrative, as it does not stand at a single narrative level, as the self-narrative overlaps objectively and the recipient cannot separate them. (The narrative moves from one conscience to another from the speaker to the absent to the speaker and so on so that a narrative point is made the focus and depends on diversity and difference, and we can call this narrative style of narrative attention).

Following the wave of modern narratives, fictional art has absorbed a lot of new data, such as the plurality of the use of narrative pronouns in response to (aesthetic Formative purposes first and stylistic second, as it embodies multiple visions within a specific narrative text, and these visions are based in a specific context on the other) (Weinberg & Gjesdal: 2020, pp. 442-459).

## RESULTS

### 1. Self-narrative

This technical game represents the accompanying vision, according to Todorov's vision, and then a vision based on the method of self-narrative that opens to all consciences, the conscience of the speaker may use the first person me or us confessionally or (topographic) in the way of biography.

This is why some cautioned against the use of this conscience because they see that the formulation of the story through the conscience of the speaker is often equivalent to the projection of self on the subject, ie to look at the subject, not as it is, but only from the point of view of the self, and if it has its caveats, To be of benefit is that the introduction of the world placed from the point of view of self, opens the door wide for the imagination of the progress of the world as you see it, that opens the way for the birth of the language of poetic self (Clark: 2019).

The fact that the use of the conscience of the speaker in the narrative writing contributes to allowing the text story (in which the buildings vary, and the visions are multiple and shadows and allows the character to direct the reader directly, talking to him and dialogue without the tutelage or guidance of other personalities, and reveal itself freely without Waiting in ... about the reader some of her ideas and position.

It is also a motivational way for the writer to mix his personality with the fictional character, ((self-mixing with fiction), that is, the author's projection of his personal views on what people think. It does not keep the privacy of the characters, where they all speak one language and take one vision is the language of the author and his vision of life Is one of the widespread problems of what was written novels or writes to the day ... And often occurs a defect in this mixing of views and points of view, the reader no longer distinguishes the boundaries between the characters of the fiction itself (Nash: 2017, p. 27).

In the story of "Steps to the Horizon," the narrative is based on leaving room for the hero of freedom of expression and the way he repeats without arguments, where the self-narrator recounts events that occurred to him in the form of the conscience of the speaker says:

My first steps were a bit hasty to get to that door locked in front of me.

As if to paint the features of a utopian city lies behind the secrets and I have to think her talismans and solve the mysteries. Sometimes I am attracted to her sitting behind that hidden curtain, but it seems that I am inevitably in the end, I do not have a lifeboat, and everything that is visible looks like a star shining in the sky in the clear nights, slowly approached the house and the trees around him Every side, I try to infiltrate with caution and caution, I await the place and I was touched by fear, How to access him, I keep beside the door Tksoni shade of trees and open my happy dreams on the wrestlers, As long as I saw me as a small child sleeping filling his eyelids, I look here and there A wave of obsessions and fearsome fantasies I almost hear voices From afar .... What are you doing here?

The text shows the nature of the narrative predominant, and the function of the textual reference is not a few, especially as the hero is personal where the text prevailed over the form of conscience of the speaker connected and separate, and the actor T, and J speaker, as in:

My steps were, I do not have, I am attracted sometimes, I am drowning, watching the place, I keep beside the place (Lenhart et al.: 2020, pp. 338-351).

We note in the previous text that the conscience of the speaker-related to the actions, names, and letters belong to the narrator narrative character, as the conscience of the speaker, to highlight the narrative self-narrator, but amplified and converted into the axis of the narrative world that tells it, everything is near or far relative to the location of this self, and all Something small or big, exhilarating or unpleasant for her as well, she is the standard in everything, and this action makes the Meroitic world a relatively self-developed world by one individual but works to make it romantic because it serves this self-more than working to make it of a romantic nature; it serves this self-more than working on Install objective foundations.

## 2. Thematic narrative

Roland Barth promised the narrative of the absent-minded conscience, as a clear compact between the public and the writer. In his narrative world, French critic John (Bowen) divides the vision into three sections.

1. The view from the back or back, a vision in which the knowledge of the narrator more than the knowledge of the fictional characters.
2. Vision (with) a vision in which (or accompany) the knowledge of the narrator knowledge of the characters of the novelist.
3. The vision from the outside, a vision in which the knowledge of the narrator less than the knowledge of the fictional characters.

This type of narrative is predominant in some anecdotal texts as (standing outside the structure of the story, not inside it, it is a neutral narrator does not interfere in the interpretation of events but describes them as he sees them, or as told to him, or as inquired in the minds of characters) (Savin-Baden & Niekerk: 2007, pp. 459-472)

The narrator here is the prominent voice and dominant and clear on the narrative text, it possesses the freedom of narration and description according to his point of view, as honestly convey to the recipient events, photos and scenes In (story of the cart) the narrator is located in a location close to the characters and events to convey the facts and comment on the narrator says.

When the first morning preached, and with the first dawn of the golden sun, he sensed the place where he was lying on the floor of the room. The long day, the eyes of the room, the children were still sleeping, yawning pixels trying to get up, and moving his hands to gather his strength, he walked a few steps, and he is busy collecting his scattered needs here and there, looking from the niche A small top wall of the room is like a soldier scouting the battlefield with suspicion There was nothing in the street, there was a noise in the opposite street, heard from other distant streets.

The narrative is concerned with Saeed, the central figure in the story, who dominates the story space. And what you do not know, and see what you see and what you do not see, a spokesperson for her, the reader does not hear only his voice and sees things only through his point of view (Walsh: 1997, pp. 495-513).

The hero of the story (Saeed) a powder man from the poor class living in a tragic situation This is the central and basic theme that the story has risen, narrated by each narrator Science from the point of view, the most important thing that can be seen on this story is the external dialogue, which interrupted him after the narrator the reins of the narrative to them leaving them in dialogue management.

In the story of (the biography of a dead man), the narrator says: a man who knows the city, its houses and its twisted alleyways from birth, knows its corners, secrets, and what lies behind those fallen walls, but it does not have a single inch of land in which it indicates belonging. From house to house and from a narrow room to a narrower room in its old neighborhoods, there are many concerns about everything that went out to work, cutting through alleys and many junctures, a city where poverty lives and strikes its tents all around. How much did Youssef wish to have a special home like the rest of mankind, or That gets a small piece of land in this vast universe and tram spaces The endless, even enjoy a small nest sitting with his chicks, such as a caring bird flying wings wherever he wants bin fields, trees, and orchards. Twenty years or more ago, why did his life turn into such a trend in which, how troublingly all this happened, this genie laying on his chest for the past several years has spent a terrible nightmare shaking day and night, open windows manipulated by the passing wind In the meantime, there is a damp air in the meantime soothing his hot body at noon.

The general character that dominates the narrative in this story is the tragic and painful sad character, the heroine character raises a series of exciting questions about the land, fate, history, and existence, in a clear, philosophical, contemplative narrative, which tells the story of the problematic majority, the minority of nationalities, religions, And the confession, and sects, which appeared unprecedented in Iraqi society after 2013, These scenes are conveyed in a narrative style full of excitement, stir and fun, in which the informed

narrator plays a central, effective and influential role in the transmission and filming of scenes and events. The story of (the Wolf of Ankawa) is narrated in thematic, where the narrator wholly managed the steering wheel of events with an external vision, using the absent Pronoun, says the narrator:

Once upon a time, Ankawa was a small village with contiguous mud houses, and the peasants restored their roofs every year before the rainy season, for fear of the strong rainy weather that soon ran down from the roof to the inside. most of its people are farmers, or sheep farmers, who take them to remote places in search of pastures, sometimes reaching distant countries such as Harir and Panas on foot, on that winding mountain road, and then return to the village after the grass has dried and the wind sparks by winter. , Thus, the days have changed and the conditions have changed and the horrors and calamities have passed, and the threads of the story have turned into another vision. And still, some of the peasants when you look at their tourist's faces and the time has drawn grooves, widening their pupils as if history has left its mark on them in these old years, They tell their old tales leaning on a mud wall or in a public café and are confused ... How did all this happen in broad daylight and everything changed so that one came out of his house a rainy night and lightning shoots the sky and draws electrified lines in different directions)) (Ricoeur: 1986, pp. 121-132).

The narrator here takes a central position that allows him to see the whole story scene, and he tells this scene in all its details and images, the narrator not only conveys the words and actions of the characters, but even convey their thoughts and describe their feelings, emotions, and feelings in their deep layers.

### **Cross-Narration**

The features of this narrative appeared in several stories included by the storyteller, in the story (Nissan at the end of time) narrator say:

When I got out of the house, I had no idea that I was going somewhere ... but something pushed me forward to get out. I look at the faces of the people and have drawn their features of joy as they walk in a hurry. Soon they cross the street towards the big square, faces are not strange, rushing towards something

What occasion? He wanted to gather his strength and continue walking, old memories that came back to his imagination, what is happening, is there an event that I still do not remember. It was a record in his memory, in his head a wave of fairy tales, old tales that were ringing in his ears, heard before, remember that this day is a great day right, he has to decipher, walked in strides, wide spaces extending before him within sight, Before unleashing his unbridled imagination, twists, and turns, a crisis is rushed behind him by this large crowd who is racing towards the arena reminiscent of those old days, and that enchanted hidden appeal beats in his beating heart ...Beats .. Come faster than everyone there ... If they are in the procession street and front of the palace ...))

The text shows a clear narrative manipulation in the areas of the narrator's transmission and personality and their exchange of roles with high art, as the transition is from the conscience of the speaker to the conscience of the absent

“ The manipulation of conscience not only allows people to be distinguished from one another but also the only way we have to distinguish between the different levels of consciousness and unconsciousness of these people and to determine their situation between us and us. "The transition is apparent through the narrative act used by the narrator, who employs the Pronoun of the speaker in all acts of personality, and then turns to the Pronoun of the absent after that, and then returns to the Pronoun of the speaker to make this narrative exchange clear to the recipient/reader of the narrative method in the text, which took place smoothly and transparently.

Similar to this narrative is found in the story (August 7), as the narrator says:

The sun is still sending its golden threads to the far horizon until the viewer sees that slope near the road, and the morning began angrily as if it portends a terrible catastrophe, and the village men chose silence as they waited for hours to come, the sounds of the military wheels are heard, guard dogs looking everywhere From the prey available to her, from afar looming the steps of the coming soldiers, the bastards seem to be coming, everything is in complete silence ...On that flaming day of August, the women began praying for salvation, so that your will, Lord, will be heard. Shots are heard from time to time. And other close to the slope penetrate the

high branches of trees towards the rocks above the remote slope, the entrances of the village blocked in the face of any enemy coming, safe hearts quickly raiding them terrible fear and confusion and waste their balance)) (Butor: 1974, pp. 1-16).

The narrative alternates here between the Pronoun of the absent and the Pronoun of the speaker

## **DISCUSSION**

The narrative in the story of an alley (108) follows the way of the previous story in the use of the pronoun of the speaker: indicative of the narrative character that breaches the narrator with high narrative effectiveness says narrator: When he got into the taxi did not think that he would see Ankawa for the first time, This city, which drew signs and symbols in his imagination, it is not a city of wonders or wonders or stories of a thousand nights, and all that was heard about in the tales and riddles in the long nights in front of Aladdin's lamp, or Dionys rock and he is trying to move it forward. See what you hide Under her folds or the walls of her homes is a hidden secret, why all this scream And the hype around it, a girl sat on the back seat next to him, see what this coincidence? Where are you going? From the moment of her rise, two large, tall eyes, white legs, a prominent chest, two choked rows, hair streamed calmly and smoothly on her back, a shining face under bright light, and cool, humid air received through the window as if it were a trip to the far reaches of a forest. The Amazon, but the price of fishermen and snipers ... the distance is close and only a few minutes and be in the vibrant heart of the city that day, tried to approach the girl and shoved his body back as he peeped like a hungry wolf trying to capture this precious hunting, He moved his legs slightly, trying to get closer, while the girl did not turn around Never see him or try to see him at all, isn't she going to Ankawa like me? So here's his precious catch.

This story deals with a sensitive and exciting subject about the case of love experienced by the narrator hero of the story, as the self-narrator in this text is moving in a different direction from the other stories, the narrator in this story employs the internal monologue to narrative reaction, in an attempt by the narrator ((to escape the strict restrictions) Which formed in some of the obstacles to the process of the narrative text and flow - especially those relating to the internal and psychological components of the personality through a serious dialogue deeper in self and conscience, and highlights a question embodied in the ideas and images and bodies may go beyond the limits of reasonableness, leaving the personal real and realistic world to individually own and unrelated to the outer ocean and the negative impact or positive)) (Logan et al.: 2014).

## **CONCLUSION**

The aesthetic of the narrative discourse in its Multiple and varies forms diversified and difference in the Stories Collection by storyteller Noori Boutros fiction shows and is illustrated by the diversity of performance and intensity of the narrative, the storyteller did not rely on only one style but was keen to employ more than one style in the story, for aesthetic, stylistic and formal purposes, and this is what was observed in his stories collection study sample, which confirms the possibility and ingenuity of storyteller and his ability to written tools.

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## **BIODATA**

**SIHAM HASSAN JAWAD AWAD**, born in 1969, holds a Ph.D. degree in Arabic Language/ Modern Literary Criticism 2012 A.D., Academic Title: Teaching Assistant Professor/ Samarra University/ College of Arts/ Arabic Language Department

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### Implementation on financial assistance policy of political parties in 2015-2018

*Implementación de asistencia financiera de los partidos políticos en 2015-2018*

**E. SURBAKTI**

<https://orcid.org/0000-0002-5693-1010>  
eka.18012@mail.unpad.ac.id  
Padjadjaran University, Indonesia

**A. SULAEMAN**

<https://orcid.org/0000-0001-5622-1492>  
affansulaeman@gmail.com  
Padjadjaran University, Indonesia

**N. ALAMSYAH D**

<https://orcid.org/0000-0001-9165-8745>  
nandangalamsah@gmail.com  
Padjadjaran University, Indonesia

**D.S. KARTINI**

<https://orcid.org/0000-0002-2707-5083>  
dedesrikartini@yahoo.com  
Padjadjaran University, Indonesia

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#### ABSTRACT

This study departs from the problem of financial assistance policy to political parties in the province of West Java according to the theory of Grindle et al. While the Policy Context consists of the power, interests, and strategies of the actors, compliance, and response of implementers, institutions, and characteristics of the regime that are still not running optimally. The program and policy (content) and policy context are important factors in determining the success or failure of the Implementation of the Use of Financial Aid for DPD PDIP Political Parties and DPD Gerindra Party in West Java Province.

**Keywords:** Policy Implementation, political parties, public funding, Financial Assistance Policy

#### RESUMEN

Este estudio parte del problema de la política de asistencia financiera a los partidos políticos en la provincia de Java Occidental según la teoría de Grindle et al. Si bien el Contexto de Política consiste en el poder, los intereses y las estrategias de los actores, el cumplimiento y la respuesta de los implementadores, las instituciones y las características del régimen que aún no están funcionando de manera óptima. el programa y la política (contenido) y el contexto de la política son factores importantes para determinar el éxito o el fracaso de la implementación del uso de ayuda financiera para los partidos políticos DPD PDIP y el partido DPD Gerindra en la provincia de Java Occidental.

**Palabras clave:** Implementación de políticas, partidos políticos, financiamiento público, política de asistencia financiera

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## INTRODUCTION

According to Grindle (1980), the successful implementation of public policies is influenced by two fundamental variables, namely the content of the policy and the context of implementation. The contents of this policy include: 1) Interest affected, the extent to which the interests of the target groups contained in the policy content; 2) Type of Benefits, the types of benefits received by the target groups; 3) Extent of Change Inspired, the extent to which the desired changes from a policy; 4) Site of Decision Making, whether the location of a program is right; 5) Implementer Program, whether a policy has mentioned the implementor in detail; and 6) Resources Committed, whether a program is supported by adequate resources, while policy environment variables include: 1) Power, Interest, and Strategy of Actors Involved, how much power, interest, and strategy possessed by the actors involved in policy implementation; 2) Institution and Regime Characteristics, Characteristics of institutions and regimes in power; 3) Compliance and Responsiveness, the level of compliance and responsiveness of the target group (Mahfudz & Wijayanto: 2020, pp. 233-242). Setyadi (2019) said that in the implementation of government policies usually a number of actors adrift in various positions (Setyadi: 2019, pp. 129-142). The implementing organization includes all the executors and their respective assignments. Financial aid from political parties is routinely given every year for five years with the same amount, namely based on the number of votes obtained by each political party in the previous election. Furthermore, the amount of assistance provided will change according to the results of the next five years' elections (Cheng et al.: 2021, pp. 1043-1063).

### Public policy

The government has the authority to take actions or decisions that concern the interests of many people, and this is what is referred to as public policy. The administration of the government in the process certainly requires many policies taken by the government, both nationally, regionally, and locally, as an effort to regulate the order of life in the nation, state, and society. Framing the lives of citizens or citizens through public policy is generally considered beneficial by citizens. Normatively, the government can be considered as a source of social policy whose objectives, programs, and actions always rely on fulfilling the meaning of its existence, namely as a means for the community to realize a better life from time to time (Kartiwa: 2020, pp. 1-16).

So broad is the role of modern government that becomes a network of organizations and institutions in regulating and serving the lives of people, so Ott (1998) raises the need to understand what public policies really are, how these policies are made and changed, and how to assess the effectiveness and morality of a policy (Ott & Goodman: 1998, pp. 540-541). However, the scope of the policy carried out by the government is so extensive so that the process is carried out through a mechanism that is the result of two-way communication between the government and its environment, both the geographical and social environment, including the local culture by taking into account local customs (FU et al.: 2020, pp. 17-28).

Another view conveyed by Iskandar (2017) that "policy is a series of actions aimed at being followed by a person or group of actors relating to a problem or a matter that attracts attention" (Iskandar: 2017, pp. 17-35). As a policy or policy is a policy that is applied subjectively, the operative is: 1) An inheritance of the provisions; 2) Characteristic of guidelines, guidance, guidance that reaches an understanding in the intent or manner or target; 3) For every effort and activity of a group of people who organize; and 4) So that the dynamics of the integrated action movement occur, in harmony and harmony in achieving certain goals (Elcaputera et al.: 2021, pp. 22-38).

Rhodes (1978) formulates public policy: a set of interrelated decisions taken by a political actor or group of actors concerning the selection of goals and the means of achieving them within a specified situation where these decisions should, in principle, be within the power of these actors to achieve (Rhodes: 1990, pp. 293-317).

Public policy is a decision made by the State, especially the government, as a strategy to realize the objectives of the State concerned. Therefore, public policy is a strategic fact rather than political or technical facts (Bakry: 2010, pp. 1-13). As a strategy, in public policy, the political preferences of the actors involved in

the policy process have been summarized, especially in the formulation process. However, a strategy, public policy is not only positive but can also be negative, in the sense that decision choices are always accepting and others rejecting (Ikhwan: 2019, pp. 111-154).

### **The Concept of Policy Implementation**

The government in implementing the policy is very prominent because a policy that has been made by the government must be implemented so that the policy can have an impact on the desired change in accordance with the objectives of the policy (Hevia & Neumeyer: 2020, pp. 29-42). The success of a policy is very dependent on the performance of the government bureaucracy in implementing it in the field. Without the intervention of the bureaucracy, it is feared that the implementation of a policy will have no meaning. As in Puspita & Rusdiana (2021) view that "a policy program will only become elite records if the program is not implemented." That is, the implementation of the policy is a follow-up of a program or policy. Therefore a policy program that has been taken as an alternative solution to the problem must be implemented, that is, carried out by administrative agencies and government agencies at the lower levels (Puspita & Rusdiana: 2021, pp. 91-100).

In general, the task of implementing policies is to link the realization of objectives with the results of activities carried out by the government. The difference between policies and programs stated indirectly that: "Policy implementation is a function of program implementation and depends on the results ... tangible differences between policies and programs are difficult to find in practice, even though they exist. In the last phase, the definitions of policy and program terms are often used interchangeably".

Thus, the success of policy implementation is very dependent on the results of the program, and the programs that have been made in its implementation are precisely looking for policy objectives. Grindle's policy implementation model (1980) shows that the success of policy implementation is determined by the content and context of the policy. Regarding the contents of the policy, Grindle (1980) said: "Theodore Lowi has pointed out that the kind of policy being made will have a considerable impact on the kind of political activity stimulated by the policymaking process. This observation can be applied with equal validity to the implementation process, encouraging consideration of the "implement ability" of various programs. A distinction can also be made between programs providing collective benefits, which encourage categorical demand making, and those providing benefits that are divisible, which may mobilize more particularistic kinds of demands at the implementation stage".

Meriee S. Grindle's approach is known as Implementation as A Political and Administrative Process. According to Grindle, there are 2 (two) variables that influence the implementation of public policies, namely:

1. The successful implementation of a public policy can be measured from the process of achieving the final results (outcomes), i.e., whether or not the objectives to be achieved are achieved. This was stated by Grindle, where the measurement of the successful implementation of the policy can be seen from 2 (two) things, namely:
  - a. Judging from the process, by questioning whether the implementation of the policy in accordance with specified (design) with reference to the policy actions.
  - b. Have the policy objectives been achieved. This dimension is measured by looking at two factors, namely: 1) The impact or effect on the community individually and in groups, 2) The level of change that occurs and the acceptance of the target group and the changes that occur.
2. The success of public policy implementation, also according to Grindle, is largely determined by the level of implementation of the policy itself, which consists of:

A. Context of Policy consists of:

1. Interest Affected

Interest affected relating to various interests that affect policy implementation. Said Grindle (1980) Is: "programs that are designed to achieve long-range objectives may be more difficult to implement than those whose advantages are immediately apparent to the beneficiaries." Sedangkan menurut Bambang dan

Sugianto (2007:126) that "Interests can be in the form of general or public interest or interests of certain groups." This means that the implementation of a policy must involve many interests and the extent to which those interests have an influence on its implementation.

## 2. Type of Benefits

Type of Benefits attempts to show or explain that in a policy, there must be several types of benefits that indicate the positive impact that results from implementing a policy that is about to be implemented. The contents of a policy must confirm certain standards and objectives that must be achieved by the implementers of the policy. Furthermore Grindle (1980) stated that "the content of policy programs and policies is an important factor in determining the outcome of implementation initiatives." Thus, assertiveness is needed because the level of policy performance is basically an assessment of the level of achievement of objectives so that whether the policies implemented are successful or fail in their implementation. Therefore, a policy implemented in principle is an attempt to improve the situation; if the conditions received by the community or group are not much different from before, then the benefits of the policy do not exist.

## 3. Extent of Change Envisioned

This means that each policy has a target group that wants and wants to be achieved, so the extent of the desired change from a policy must have a clear scale. According to Grindle (1980) that "to say that policy implementation depends on program implementation assumes that the programs are in fact appropriately geared to achieving the goals of the policy." the target group is a group of people or organizations in the community who will receive goods or services that will be influenced by their behavior by the policy." This means that a successful public policy is not judged by its prestigious content but its implementation in the field. Are able to bring about good change or even vice-versa (Reaser et al.: 2020, pp. 1-19). A program that aims to change the attitudes and behavior of the target group is relatively more difficult to implement than a program that merely provides financial assistance to political parties without any procedures or mechanism and which regulates their use.

## 4. Site of Decision Making

The decision-making process in a policy plays an important role in its implementation, so this section must explain where the decision-making location of a policy will be implemented. Decision-making implies the selection of the best alternatives and a number of alternatives available. A decision is a conclusion that is used after consideration, which occurs after one possibility is chosen while putting aside the others. The accuracy of a program must be precise so that later in its implementation, it is successful as expected. Right here includes, right on target, right needs, the right environment and right as in the view of Grindle (1980) that "policy or program content is often a critical factor because of the real or potential impact it may have on a given social, political, and economic settings. " This means that the location of a program implemented is right on target or not if viewed from various aspects (Susanti et al.: 2018, pp. 47-57).

## 5. Program Implementors

The implementation of a policy or program must be supported by the existence of competent and capable policy implementers for the success of a policy. According to Grindle (1980) that "Decision made during policy formulation may also indicate who is to be charged with executing various programs, and such decisions can affect how the policy pursued." Therefore, the policies that have been made cannot be assessed for success without an implementor or executor because the role of the implementor is very important; without them, the implementation of the policy is not implemented. Not only one implementer, but there are several; it must be complete because each has different roles and functions that complement each other. In such a situation, the executor will tend to follow the instructions given by their respective superiors or follow the instructions of the superiors who have the most powerful influence on the existence of the executor (performance appraisal, position, rank, finance) in the long run. Thus, each policy implemented must already be exposed or well-documented by who is implementing the program in detail, as in the use of political party assistance (Yata et al.: 2020, pp. 1-10).

## 6. Resources Committed

Resources in the implementation of policies are one of the important factors because, without the resources that implement the program, the policy is only formulated on paper and will only be a plan and never realized. According to Grindle (1980) that "Differences in the degree of behavior changes the program envisions for its intended beneficiaries is another way the content of policy Affects its implementation." One of the factors that cause the achievement of policy goals is not the limited resources, both energy, material, time, and so on. sources that support effective policies include staff (the number of personnel who have knowledge and abilities), authority (authority), information (information), and facilities (facilities). Staff or personnel are the essential resources in policy implementation because in implementing policies, many are caused by the ability of personnel who are less reliable. Even the small number of personnel does not guarantee the success of policy implementation if it is not accompanied by skills and expertise. However, on the other hand, the lack of staff will also cause complicated problems in policy implementation. Thus the policy resources (implementor) must be supported by a variety of resources such as a reliable implementing apparatus and adequate facilities and infrastructure support so that the implementation of activities goes well (Forson: 2020, pp. 1-11).

## **METHODOLOGY**

The research with the theme "The Implementation of Financial Assistance Policies for Political Parties in West Java Province" uses a qualitative research approach. This approach was chosen because it wanted to explore the meaning of the phenomenon of the implementation of financial aid policies for political parties. that qualitative research is research that aims to analyze in depth a phenomenon or case relating to the focus of research in the field (Van Meter & Horn: 1975, pp. 445-488).

## **RESULTS**

The results showed that the variable content of the program and policy (content) and policy context (context) were important factors in determining the success or failure of the Implementation of the Use of Financial Aid for Political Parties DPD PDIP and DPD Gerindra Party in West Java Province, as the formulation of the implementation model stated by Grindle (1980).

To better understand in more detail, the researcher will describe each indicator of policy content and policy context from Grindle's (1980) theory, as follows:

### **A. Content of Policy**

In implementing financial assistance policies to political parties, especially PDIP and Gerindra in West Java Province, there are a number of social problems faced in improving the political education of cadres and the community. The obstacles faced in implementing political education programs for cadres and the community are quite diverse due to many factors such as the behavior of party officials as policy implementers, supporting resources, and the wider community of the target group. All these factors must receive attention according to their respective portions in the implementation of program activities because they are related to each other. Analysis and interpretation of the factors of policy content (the content of policy) financial assistance to PDIP and Gerindra parties in West Java Province in this study refer to the model of policy implementation according to Grindle. In response to this, the implementation of the financial assistance policy to the PDIP and Gerindra parties sourced from the APBN is highly dependent on the consistency and commitment of the implementing apparatus in paying attention to various aspects contained in the policy content, which always refers to whether the implementation of the policy is in accordance with what has been determined by seeing the policy action. The aspects used to measure the content of the policy are: (1) Interest Affected; (2) Type of Benefits; (3) Extent

of Change Inspired; (4) Site of Decision Making; (5) Program Implementors; and (6) Resources Committed (Tse et al.: 2020, pp. 65-82).

#### 1. Interest Affected

The interests of the affected groups are defined as the interests of the groups affected or the target groups by rolling out public policies, in this case, Law Number 2 of 2011 concerning Political Parties, Government Regulation Number 1 of 2018 Second Amendment to Government Regulation Number 5 of 2009 Concerning Financial Assistance to Political Parties, and Permendagri Number 36 the Year 2018 concerning Procedures for Calculation, Budgeting in Regional Revenue and Expenditure Budgets, and Orderly Administration of Submission, Distribution, and Accountability Reports on the Use of Political Parties Financial Assistance. As stated by Grindle (1980) that policy implementation will involve many interests from the target group, that is, the policy target. To what extent the interests of the target groups are affected, the rationale for researchers to study more deeply.

#### 2. Type of benefits

According to Grindle (1980), if the policy can provide direct benefits for many parties or groups, then it is more likely to get a positive response, but if the benefits are felt indirectly, then the large tendency of the policy is the less received response from the target group, which ultimately results in the policy it does not reap success in achieving the final goal.

Furthermore, Grindle (1980) stated that "the content of policy programs and policies is an important factor in determining the outcome of implementation initiatives." Thus, firmness is needed because the level of policy performance is basically an assessment of the level of achievement of objectives so whether the policies implemented are successful or fail in their implementation. Therefore, a policy implemented in principle is an attempt to improve the situation; if the conditions received by the community or group are not much different from before, then the benefits of the policy do not exist.

#### 3. Extend of Change Envisioned

A government policy in managing the regional economy in agriculture towards higher quality, as in the case of financial assistance to political parties in improving political education for cadres and the wider community, the level of success is highly dependent on the readiness of supporting quality human resources from political party officials or the ranks of policy implementers. The executive apparatus holds a strategic role and position to ensure the effectiveness of the implementation of financial assistance policies to political parties in accordance with the stated objectives and in order to achieve the targets as expected.

Every policy has a target group that wants and wants to be achieved, so the extent of the desired change from a policy must have a clear scale. According to Grindle (1980: 8), "to say that policy implementation depends on program implementation assumes that the programs are in fact appropriately geared to achieving the goals of the policy."

#### 4. Site of decision making

The decision-making process in a policy plays an important role in its implementation, so this section must explain where the decision-making location of a policy will be implemented. According to Wahab (2012: 18) that "Decision making implies the selection of the best alternatives and a number of alternatives available." A decision is a conclusion that is used after consideration, which occurs after one possibility is chosen while putting aside the others.

The location of decision making plays a very important role in public bureaucratic institutions because the location of decision making will determine the position or position responsible for making decisions in a public policy, and the decisions that have been taken may affect the implementation of the policy.

#### 5. Program Implementors

Implementation limits, according to the definition of Grindle (1980), are individuals or groups of individuals who will run or operationalize public policy activities or programs. A group of individuals is government administrators who are at all levels/levels of the bureaucracy. Their position is generally in the middle-level officials, and the locus is at the Provincial and Regency / City level, which administratively has the obligation and responsibility to achieve the goals as aspired by their particular superiors and organizations in general. The implementor is the main determinant of the success or failure of the planned implementation of the program, and on the other hand, the leaders of the organization want the implementors to be dedicated so that they can solve various problems found in the field. Thus, it will indirectly motivate them to carry out their main duties and functions in public government organizations so that the work environment will be increasingly conducive (Grindle, 1980).

A policy certainly has no meaning if the policy is not implemented. For this reason, there needs to support from program implementers who are actors who are directly involved in policy implementation. The actors involved in the implementation of financial assistance policies to political parties in this study relate to political party organizations such as the PDIP and Gerindra parties that carry out direct service functions to cadres and the wider community. In other words, implementing policies that include party organizational structures, norms, and patterns of relationships that occur within parties all contribute to the implementation of financial assistance policies for political parties.

## **DISCUSSION**

Grindle (1980) defines a commitment to resources, namely the extent to which elite political groups have a concern for the supply and fulfillment of resources needed in the implementation of policy programs in the third world.

The application of every public policy, such as financial assistance to political parties by policy implementers or implementers, besides requiring a level of capability, will also require willingness in its implementation. Understanding the attitude and behavior of the implementing apparatus is the most important thing in implementing the policy. The attitude of the implementer (disposition) is more interpreted as a form of the tendency of understanding, acceptance, or rejection that can affect the performance and ability of the implementer to implement the policy.

### **Context of Implementation**

Hierarchically, policy actors are reflected in the relationship lines of institutional authority, and the policy environment is everything that influences the course of policies such as political, geographic, social, and economic conditions. The policy environment is influential in giving color to what the policy does. The three components are a system that interacts mutually. In order for the system to run effectively in the implementation process, the management of political parties as implementing the policy is required to comply with what has been outlined in the objectives and policy standards.

#### **1. Power, Interest, and Strategy of Actor Involved**

Political parties, as public organizations, are very interested in optimizing their functions, especially for cadres and the community. In the process of implementing financial assistance policies to political parties, there are still problems in various aspects, especially the implementing resources of program activities in the field and limited facilities and infrastructure. That is because, generally, the policy implementation process is often given a burden to be able to provide the resources of the implementing apparatus and prepare the target groups. In its implementation on the field, on the one hand, political parties are required to carry out political education for cadres and the community for the success of the program, while on the other hand, PDIP and Gerindra parties lack the resources they have to carry out the program optimally. In such conditions, often the behavior of political party management, in this case, PDIP and Gerindra, are reluctant to work optimally.

#### **2. Institution and Regime Characteristic**

The implementation of financial assistance policies to political parties in West Java Province related to the regulation of formal executive hierarchical relations is a hierarchical relationship between the central government, in this case, the Ministry of Home Affairs as the initiator of the policy and the provider of policy resources in the form of programs towards political parties both at the center and regions as executors in the framework of coordinating the implementation and supervision of activities in the field. In other words, that one of the important features inherent in a policy is its ability to integrate the hierarchy of implementing agencies.

### 3. Compliance and Responsiveness

Compliance with the response from the implementers of the policy is an important thing that affects the success of the program, which in this study explained the benefits and responsiveness to the implemented policies. Compliance is useful for determining whether the actions of policy administrators, staff, and other actors are in accordance with standard procedures established by government agencies. Implementation of a policy will be effective if the implementers adhere to what is outlined through the implementation instructions and technical instructions, assuming that the goals and objectives of the policy must be clear and consistent because they are evaluation standards and a means to mobilize the resources they have.

The creation of a quality policy implementor to be able to face challenges and opportunities as well as the development of the complex needs of the community is needed. That makes each implementor remain a productive resource in carrying out public policy. The process of providing financial assistance to political parties requires policy implementers who have the skills, insight, and have adequate capabilities, in addition to having high dedication and loyalty to the tasks and functions carried out. High dedication and loyalty are intended so that the implementers are able to work together, both with fellow staff in the internal and external environment, for the implementation of the policies implemented.

## CONCLUSION

Research shows that the variable content and context of the program and policy are important factors in determining the success or failure of the Implementation of the Use of Financial Aid for DPD PDIP Political Parties and DPD Gerindra Party in West Java Province. The aspects used to measure the contents of the policy are: (A) Content Of Policy, The aspects used to measure the contents of the policy are: (1) Interest Affected; (2) Type of Benefits; (3) Extent of Change Inspired; (4) Site of Decision Making; (5) Program Implementors; and (6) Resources Committed. (B) Context of Implementation, The implementation context consists of Power, Interest, and Strategy of Actor Involved, Institution, and Regime Characteristic, Compliance and Responsiveness,

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**BIODATA**

**E. SURBAKTI:** M.AP has more than a civil servant in the ministry of social affairs for 13 years serving and is currently taking a doctoral program in the field of government science at Padjapadjaran Bandung University.

**A. SULAEMAN:** Dr. Drs. H. Affan Sulaeman, M.A has more than two decades of academic experience as a faculty member in government science. He is an associate professor in government science who mostly concentrates in the field of government science.

**N. ALAMSYAH D:** Prof. Dr. Nandang Alamsah Deliarnoor, SH., M.Hum, has more than two decades of academic experience as a faculty member in government science. He is a professor in government science who mostly concentrates on the field of government science "Learn so that you can teach, teach so that you can learn."

**D.S. KARTINI:** Dr. Dra. Dede Sri Kartini, M.Si, has more than two decades of academic experience as a faculty member in government science. He is associate professors in political science who mostly concentrate in the field of political science

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### Quality and efficiency of accounting information systems

*Calidad y eficiencia de los sistemas de información contable*

**S.D. SETYANINGSIH**

<https://orcid.org/0000-0003-3115-8268>  
sdsetyaningsih@gmail.com  
Padjadjaran University, Indonesia

**S. MULYANI**

<https://orcid.org/0000-0001-6744-8991>  
sri.mulyani@unpad.ac.id  
Padjadjaran University, Indonesia

**B. AKBAR**

<https://orcid.org/0000-0003-3421-8158>  
bahrullah.akbar@unpad.ac.id  
Padjadjaran University, Indonesia

**I. FARIDA**

<https://orcid.org/0000-0001-7845-3200>  
ida190262@gmail.com  
Padjadjaran University, Indonesia

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#### ABSTRACT

A good accounting information system, institution, or organization can increase its value through increasing quality and efficiency, especially in terms of supply chain efficiency and effectiveness, improving internal control structures, and improving decision making. This research was conducted using a survey questionnaire distributed to 51 employees who work in the Accounting Unit of Ministries and Institutions using the purposive sampling method. Structural equation modeling using the Lisrel 8.80 program was used to analyze the data. The results showed that the Accounting Information System Implementation had a significant positive effect on Organizational Performance through the Quality of Financial Reporting.

**Keywords:** Accounting Information, System Implementation, Reporting Quality, Organizational Performance

#### RESUMEN

Un buen sistema, institución u organización de información contable puede aumentar su valor aumentando la calidad y la eficiencia, especialmente en términos de eficiencia y efectividad de la cadena de suministro, mejorando las estructuras de control interno y mejorando la toma de decisiones. Esta investigación se realizó mediante un cuestionario de distribuido a 51 empleados que laboran en la Unidad de Contabilidad de Ministerios e Instituciones utilizando el método de muestreo intencional. Se utilizó el modelado de ecuaciones estructurales utilizando el programa Lisrel 8.80 para analizar los datos. Los resultados mostraron que la implementación del Sistema de Información Contable tuvo un efecto positivo significativo en el Desempeño Organizacional a través de la Calidad de la Información Financiera.

**Palabras clave:** Información contable, implementación del sistema, calidad de los informes, desempeño organizacional

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## INTRODUCTION

A resulting report is a form of accountability of government agencies for the implementation of government implemented. The main objective of financial reporting is to provide high-quality financial reporting information regarding economic conditions, especially the financial condition of an entity, that is useful for decision making (FASB, 1999). Meanwhile, in the Statement of Governmental Accounting Standards (PSAP) (2005), the purpose of financial reporting is to provide useful information for report users so that these reports can be used as a basis for accountability assessments and make economic, social, and political decision making better.

The relationship between reporting quality and organizational performance has been studied by several researchers, for example: (Biddle et al.: 2009, pp. 112-131). Muda et al. state that accounting plays an important role in encouraging accountability, efficiency, and effectiveness of public services. The quality of information will improve the quality of management in seeing changes around the organization so that it can quickly and accurately respond to these changes. The same thing is known from the IPSASB statement (2013), which states that the allocation of resources by the government is inadequate if it is supported by poor quality financial information. The same view is conveyed by several researchers who concluded that the quality of financial reporting is closely related to company performance (Pneman & Zhang: 2002, pp. 22-37; Richardson et al.: 2001). Furthermore, Bell et al. document that the audit opinion and the timeliness of the submission of local government financial reports have a significant positive effect on the financial performance of local governments (Muda et al.: 2018; Bell et al.: 2018).

Conditions that need to be considered before accrual-based implementation was implemented in 2015 are related to the 2012 LKPD audited by BPK, where only 16 provinces and 115 districts/cities received WTP opinions, with the current accounting system applied. Of course, it should be anticipated, lest none of the LKPDs from 539 provinces and districts/cities in Indonesia do not get WTP after the accrual basis is applied. Obviously, this is a setback related to the accountability of regional financial management. Of course, we understand that each region has a very diverse understanding of the system to be implemented. The use of application systems must also be encouraged, including when there are different systems, how to consolidate them so that they are compatible from one system to another. Meanwhile, for regions that are late in submitting LKPD 2012, regions that are late in submitting LKPD 2012 and LRA semester 1-2013 will postpone the transfer of DAU. In 2015, accrual-based SAP in all provinces and districts/cities will be held. With the hope, regional financial statistics can be compatible with the Central Government Financial Report (LKPP), which in turn, Indonesia has a single unit of state financial management. For this reason, regional government readiness needs to be tightened, and we try to facilitate from the institutional aspect (SOTK: Organizational Structure and Work Procedure) that the core of management in implementing accrual-based SAP is LO. Income and expenditure must be recognized at the time the transaction occurs, not at the time the cash inflows/outflows occur. This job is not too difficult, and it only needs commitment from the stakeholders. With the existence of SOTK SKPD and PPKD in each region, accrual-based SAP is expected to be included in the management system.

Several researchers have examined the relationship between accounting systems and financial reporting quality. The existence of an accounting information system provides many advantages in processing and presenting accounting information, especially for financial reporting purposes, because it can shorten the time it takes for accountants to prepare and disclose reports, and increase efficiency in presenting information so that it can have a positive impact on the business decisions of various interest groups. The same thing was also stated by Bell et al., namely that a good financial report is a report produced by a good AIS process. Bell et al. state that in order to produce relevant, reliable, and trustworthy financial reports, local governments must have a reliable accounting system because a weak accounting system can cause the resulting financial reports to be less reliable and less relevant, so that decision making is less optimal. Bell et al. documented that the regional financial accounting system has a significant effect on the quality of local government financial reports (Bell et al.: 2018).

The phenomenon of the relationship between the influence of Accounting Information System Implementation and Organizational Performance above is interesting for further investigation. In addition, indications of the scarcity and limitations of research regarding this study add to the need for further research on these variables.

Based on the gap above, the purpose of this study is to ascertain whether the implementation of an accounting information system can improve organizational performance by increasing the quality of financial reporting. The aim is to examine the phenomenon from the point of view of government accountants. The hope is that the phenomena mentioned above can be identified, especially in the context of Indonesia as a developing country.

## **HYPOTHESIS DEVELOPMENT**

### **Accounting Information System Implementation**

Government agencies in most developing countries have created computerized accounting information systems to improve their public financial management, such as budget management and decisions, relieve fiduciary responsibilities, and organize financial reports for ministries, board agencies, and other government agencies (Baker & Powell: 2009; Din et al., 2021, pp. 1, 10). As an organization, information systems can also help organizations achieve organizational goals, control internally and improve accountability and corporate governance in public institutions. This shows that an information system has a positive impact on various fields, such as financial management, public governance, and fiduciary risk management (ACCA, 2010).

In the government sector, the use of Information Technology (IT) has helped the government in modernizing administration in the areas of accounting, finance, project management, inventory control, and counter service operations. Service quality in the public sector is still low; therefore, the widespread use of IT is expected to improve service quality. And the productivity of the government sector. The implementation of the government accounting system provides benefits and benefits to the government in realizing transparency and accountability in financial management so that the implementation of program activities is well recorded and has clear dimensions in the presentation of financial reports.

Donelson et al. revealed that companies would only achieve high performance when they are able to carry out technology development (Donelson et al.: 2017, pp. 45-69). Trofimova et al. implement the implementation of the government accounting system, and regional management affects the internal control function (Trofimova et al.: 2019, pp. 416-424).

### **Reporting Quality**

Good quality financial reporting can reduce the risk of imperfect information among users of financial statements or information asymmetry (Copeland & Galai: 1983, pp. 1457-1469). In the context of government, the government, which acts as an agent, certainly has more information than the general public, who acts as a principal. So, to reduce information asymmetry and increase agency accountability, government agencies are required to submit accountability reports that contain performance achievement of activities. Management carried out. The report is called the Government Agency Performance Accountability Report. LAKIP has several functions, including as a quantitative performance appraisal tool, as a form of accountability for the implementation of tasks and towards the realization of good governance, and as a form of transparency and accountability to society on the one hand and on the other hand, LAKIP is a means of control and a means of spurring improvement (Bordeleau et al.: 2020, pp. 173-185). The performance of each organizational unit.

The not optimal accounting function in the accounting entity is also the cause of the delay in submitting the SPJ report to the reporting entity so that reporting on the reporting entity is not on time. So that financial reports that should be presented at regular times to show changes in the state of the entity are not timely. According to research results.

## **Organizational Performance**

Government Financial Reports can be said to be of quality if they contain predetermined characteristics so that the information generated can become the basis for decision-making for its users. The internal control system is an integral process that is carried out continuously. This is supported by previous research, namely Kewo & Afiah, which states that understanding of the financial accounting system affects the quality of financial report information (Kewo & Afiah: 2017, pp. 568-572). This means that employees of the accounting/finance section of the Government Work Unit have understood the accounting process to become financial reports so that the goal of making quality financial reports can be achieved. The research results of McDonald explain that the financial accounting system has a positive and significant effect on the quality of financial reports (McDonald: 1999, pp. 11-22; Bordeleau et al.: 2020, pp. 173-185). This means that the higher the level of application of the regional financial accounting system will improve the quality of financial reports.

The ministry's performance will increase if the quality of government financial reporting increases, as well as this, can be seen from the objective of measuring financial performance according to Chohan, namely as a report on the operation of government activities aimed at assessing the organization's financial performance in terms of efficiency and effectiveness as well as monitoring actual costs and costs, which is budgeted (Chohan: 2019; Bordeleau et al.: 2020, pp. 173-185). The efficiency ratio is a ratio that describes the comparison between output and input or realized expenditure and realized regional revenue.

Based on the explanation above, to ensure the success of the research implementation, the researcher proposed four research hypotheses :

- H1: Implementation Accounting Information System a positive effect on the Quality of Financial Reporting?
- H2: Implementation Accounting Information System a positive effect on the Performance?
- H3: Quality of Financial reporting a positive effect on the Performance?
- H4: Implementation Accounting Information System has a positive effect on Performance through Quality of Financial Reporting?

## **METHODOLOGY**

This study uses three variables, namely the independent variable (X) Implementation Accounting Information Systems, the intervening variable (Y) Quality Reporting, and the dependent variable (Z) Organizational Performance. The population in this study is an accountant who works at a public service firm. The sampling technique in this study used purposive sampling with the criteria that the accountant works at the Ministries and Institutions in Indonesia.

**Table (1).** Operationalization of Variables

<b>Variable</b>	<b>Dimensions</b>	<b>Indicator</b>
<b>Implementation of Accounting Information Systems (X 1)</b> ( B Romney: 2018 ; Romney et al.: 2000)	Integration (B Romney: 2018; Stair: 1992)	System information accounting can facilitate the acquisition of information from the field of functional are different
		Integration between the components of the accounting information system and the sub- accounting information systems
	Flexibility ( Kendal & Kendal: 2011)	The accounting information system can adjust user needs
		Accounting information systems can adapt to environmental changes
	Accessibility ( B Romney: 2018; Romney et al.: 2000)	The use of system information accounting computerized are flexible
		Ease in accessing the information of system information accounting that exist
Formalization ( B Romney: 2018; Romney et al.: 2000)	System information accounting facilitates the interaction between the parts with parts of other	
	Accounting information systems facilitate the required formal communication	
<b>Financial Reporting Quality (Y1)</b> ( PermenDagri No. 13 / 2006; Chohan: 2019; Bell et al.: 2018; Government Accounting Conceptual Framework (KKAP) )	Relevant (Chohan: 2019; Bell et al.: 2018)	The information that is presented in the statement of financial allows users to assert expectations/incidence them in time past.
		The information presented in the financial statements allows users to correct their expectations/events in the past
		The information that is presented in the report finance can help users to predict the future that will come based on the results of time ago and the occurrence time now.
	On-time (Chohan: 2019; Bell et al.: 2018)	The information that is presented in the statement of financial includes all the information of accounting that may affect the decision - making with regard to constraints that exist.
		The information that is presented in the statement of the financial background of each item of information principle that is contained in the statement of financial
		Information that disajikandalam report financial disclosed to clear that confusion in the use of information that can be prevented
	Reliable (Chohan: 2019; Bell et al.: 2018)	The information in the statement of financial free of the notion that misleading and fault material
		The information in the statement of financial illustrates with honest transactions and events of others who should have served

Variable	Dimensions	Indicator
		Information in financial statements describes transactions and other events that can reasonably be expected to be presented
	Can be compared ( Regulation No.13 / 2006; Chohan: 2019; Bell et al.: 2018)	Financial reports can be compared with the financial statements of the previous period
		Comparisons are internal can be done if an entity to apply a policy of accounting are the same from year to year
		Reports Financial can be compared with the statements of financial entities reporting another in general
	Can be understood ( PermenDagri No.13 / 2006; Chohan: 2019; Bell et al.: 2018)	The information that is presented in the report finance can be understood by the user
		The information that is presented in the statement of financial expressed in the form with limits understanding of the users
		The information that is presented in the statement of financial expressed in terms with the limits of understanding of the users
<b>Organizational Performance (Z)</b> ( Otley: 1999, pp. 363-382; Cole & Kelly: 1996; Bell et al.: 2018; Adrian-Cosmin: 2015)	Economical (Adrian-Cosmin: 2015, Bell et al.: 2018)	Agencies have been using sources southwest finances are optimal
		Budget managed by economical to avoid spending that extra vagant or not productive
		Costs are incurred by agencies are not more substantial than the cost that is incurred by agencies of another kind which can be compared
	Efficient ( Adrian-Cosmin: 2015,Bell et al.: 2018)	Budget managed with the concept of Value for Money which is oriented to the stakeholders' interests
		The allocation of expenditure budget is more oriented to the interests of the public
		Budget is always used as efficiently or saving in any implementation of activities
	Effective ( Adrian-Cosmin: 2015, Bell et al.: 2018)	The budget is managed effectively where all the programs that are targeted to achieve the results that have been set
		The budget is managed in a fair (equity) where there is a chance of social the same to get the services public are quality
		Budget managed by evenly (equality), so that the use of funds public not only concentrated on a group certain

The analysis chosen was Structural Equation Modeling (SEM) with LISREL version 8.80 software. SEM has better capabilities when compared to the path and regression analysis. SEM can simultaneously analyze the relationship between variables or what is known as path analysis and confirm whether the indicators used are appropriate in explaining the variables under study are known as Confirmatory Factor Analysis (CFA). So



to determine the minimum sample size of 100-200 respondents or five observations for each parameter estimate, in this study, the number of questionnaire items was 31 items; thus, the sample required was at least  $31 \times 5 = 155$ .

The data collection method used in this research is primary data collection, where the researcher collects data directly to the first source or object place by sending a questionnaire directly to the 51 accountant Ministries and Institutions in Indonesia via email and LinkedIn.

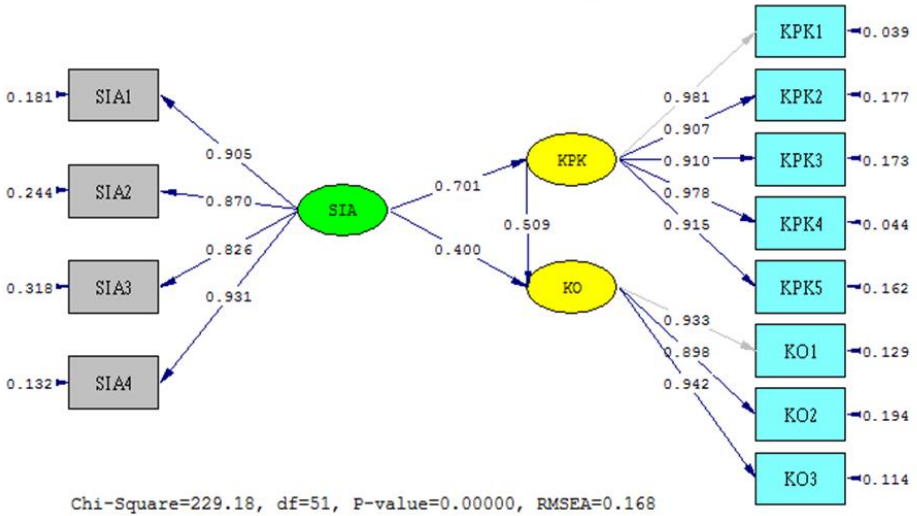
### Respondent Profile Characteristics

**Table (2).** Characteristics of Respondents Profile

Characteristic		Frequency	Percent
Age	<= 25 year	1	2,0
	26-35 year	5	9,8
	36-45 year	21	41,2
	> 45 year	24	47,1
Gender	Male	31	60,8
	Female	20	39,2
Education	D3	1	2,0
	S1	20	39,2
	S2	28	54,9
	S3	2	3,9
Time Position	< 1 year	12	23,5
	1-3 year	25	49,0
	3-5 year	7	13,7
	> 5 year	7	13,7
Work Time	1-5 year	6	11,8
	5-10 year	5	9,8
	> 10 year	40	78,4

**RESULTS**

Testing the overall fit of the model can be seen from the following figure.



**Figure 1.**The results of the full structural model (Standardized)

Based on the picture above, it can be seen that the overall model fit test results using the X2 test (chi-square) obtained a value of 229.185 with a p-value of 0.000 and RMSEA of 0.168. When referring to the RMSEA value, the model is not yet fit, so a model respecification test is carried out to improve the Goodness of Fit model. Following are the results of respecification by correlating the errors between indicators gradually according to modification indices.

**Table (3).** Summary of Path Analysis Results

Kausality	Standardized (Path)	T Value	Condition	R Square Parsial	R Square Simultan
IAS --> QR	0,688	6,500	Signifikan	-	47,3%
IAS --> PR	0,393	3,987	Signifikan	30,3%	75,4%
QR --> PR	0,550	5,918	Signifikan	45,1%	
IAS → QR → PR	0,156	4,246	Signifikan		

### **The Effect of Accounting Information System Implementation on the Quality of Financial Reporting**

Accounting Information System has a positive effect on the Quality of Ministry / Institution Financial Reporting. Based on the results of hypothesis testing, the Accounting Information System has a positive and significant effect on the Quality of Ministry / Institution Financial Reporting. The results of this study provide empirical evidence that the better the Accounting Information System, the better the Ministry / Institution's Financial Reporting Quality. The results of this study are in line with Altamuro & Beatty, which states that the implementation of information systems has an impact on all aspects of accounting, including financial reporting. Likewise with Bell et al. argues that the implementation of accrual-based government accounting is able to improve the quality of financial reporting of K / L in Indonesia. The implementation of an accounting information system can help reduce errors caused by one's negligence and inability to prepare financial reports (Bell et al.: 2018; Altamuro & Beatty: 2010, pp. 58-74).

In government agencies in Indonesia, the term Government Agency Performance Accountability System (SAKIP) is known, which is a systematic series of various activities, tools, and procedures designed for the purpose of determining and measuring, collecting data, classifying, summarizing, and reporting performance to government agencies. In order to account for and improve the performance of government agencies. This definition has been stated in Presidential Regulation No. 29/2014. SAKIP requires government agencies to account for and explain the success or failure of performance achievement by making a report called the Accountability and Performance Report of Government Agencies (LAKIP). With a good accounting information system, an institution or organization can increase its value through increasing quality and efficiency, especially in terms of supply chain efficiency and effectiveness, improving internal control structures, and improving decision making. This means that all manual procedures that allow errors to be generated can be reduced because of the computerized concept of these procedures, starting from data collection, recording, summarizing, to reporting financial positions and financial operations at State Ministries / Institutions. With this concept, the information generated to organizational management regarding the formation and achievement of specific final objectives will be relevant.

### **The Effect of Accounting Information System Implementation on Organizational Performance.**

Accounting Information System has a positive effect on the Organizational Performance of Ministries / Institutions. Based on the results of hypothesis testing, the Accounting Information System has a positive and significant effect on the Organizational Performance of Ministries / Institutions. The results of this study provide empirical evidence that the better the Accounting Information System, the better the Organizational Performance of Ministries / Institutions.

The results of this study are in line with Donelson et al., who stated that companies would only achieve high performance when they are able to carry out technology development (Donelson et al.: 2017, pp. 45-69). In addition, Trofimova et al. also state that the implementation of the government accounting system and the implementation of regional financial management affect the internal control function (Trofimova et al.: 2019, pp. 416-424).

The results of research by Vasarhelyi & Alles also found that AIS has a positive effect on task efficiency. On the other hand, research from Soudani states that the effectiveness of accounting information systems has a significant contribution to organizational performance. However, the effectiveness of the accounting information system has an insignificant relationship with organizational performance but indirectly has a significant relationship with organizational performance (Vasarhelyi & Alles: 2008, pp. 227-239; Soudani: 2012; pp. 136-145).

Other research that is also in line comes from Mulyani et al., which proves that the implementation of accounting information systems affects organizational performance. Another concept comes from the research of Andarwati et al., which states that there is a positive relationship between SMEs using SIA for fiscal

management and banks with better performance measures (Mulyani et al.:2016, pp. 552-560; Andarwati et al.: 2018, pp. 38-42).

The results of this study support the concepts and theories of ACCA information systems (2010), which states that this information system is built for the purpose of helping organizations achieve organizational strategic goals, strengthening internal control, and improving accountability and corporate governance in public institutions. This shows that an information system has a positive impact on various fields, such as aggregate financial management, operational management, public governance, and risk management.

In the government sector, the use of Information Technology (IT) has helped the government in modernizing administration in the areas of accounting, finance, project management, inventory control, and counter service operations. The quality of service in the public sector is still low; therefore, the widespread use of IT is expected to improve quality. Services and productivity in the government sector. The implementation of the government accounting system provides benefits and convenience for the government in realizing transparency and accountability in financial management so that the implementation of program activities is well recorded and has clear dimensions in the presentation of financial statements.

If it is related to the existing accounting information system, there is still a lack of implementation of financial information that supports the implementation of the government program. For example, there are still accounts in the financial statements that are presented that are not in accordance with Government Accounting Standards (SAP), including mismatches in the presentation of current assets, fixed assets, other assets, and liabilities in the Ministry / Institution Balance Sheet, as well as income and expenditure accounts in Ministry / Agency Budget Realization Report (LRA), as well as expense accounts in the Ministry / Agency Operational Report (LO). This resulted in the results of the examination concluding that the implementation of activities by the central government on the object of the examination was not yet fully effective. This phenomenon can explain how the results of the examination of government agency reports are one of the responsibilities of government agencies conveyed in the form of reports. This form of accountability is very important because it can be used as a benchmark in assessing accountability and measuring the performance of the agency.

## **DISCUSSION**

Quality of Financial Reporting has a positive effect on the Organizational Performance of Ministries / Institutions. Based on the results of hypothesis testing, the Quality of Financial Reporting has a positive and significant effect on the Organizational Performance of Ministries / Institutions. The results of this study provide empirical evidence that the better the quality of financial reporting, the better the organizational performance of ministries/agencies.

The relationship between reporting quality and organizational performance has been studied by several researchers, for example: (Biddle et al.: 2009, pp. 112-131). Muda et al. state that accounting plays an important role in encouraging accountability, efficiency, and effectiveness of public services. The quality of information will improve the quality of management in seeing changes around the organization so that it can quickly and accurately respond to these changes (Muda et al.: 2018). The same thing is known from the IPSASB statement (2013), which states that the allocation of resources by the government is inadequate if it is supported by poor quality financial information. The same view is conveyed by several researchers who concluded that the quality of financial reporting is closely related to company performance (Pneman & Zhang: 2002, pp. 22-37; Richardson et al.: 2001).

Furthermore, Bell et al. document that the audit opinion and the timeliness of the submission of local government financial reports have a significant positive effect on the financial performance of local governments. In line with that, Biddle et al. also stated that financial reporting transparency has a positive effect on investment efficiency (Bell et al.: 2018; Biddle et al.: 2009).

In the context of government, the government, which acts as an agent, certainly has more information than the general public, who acts as a principal. Thus, to reduce information asymmetry and increase agency

accountability, government agencies are required to submit accountability reports containing performance achievements on management activities carried out. The report is called the Government Agency Performance Accountability Report. LAKIP has several functions, including as a quantitative performance appraisal tool, as a form of accountability for the implementation of tasks and towards the realization of good governance, and as a form of transparency and accountability to society on the one hand and on the other hand, LAKIP is a means of control and a means of spurring improvement.

The problem with the 2017 Ministry of Finance Financial Report shows that the information system in the Directorate General of Taxes has not synchronized the VAT data collected by VAT collectors with payment data, which can explain how the quality of reporting can affect organizational performance. The implication of this problem for the quality of financial reports is that the presentation of tax revenues is lower than it should be and also affects the performance of the ministry in meeting tax revenue targets.

Financial reporting plays an important role in promoting accountability, efficiency, and effectiveness of public services. The quality of reporting will improve the quality of management in seeing changes around the organization so that it can quickly and accurately respond to these changes. The same thing is known from the IPSASB statement (2013), which states that the allocation of resources by the government is inadequate if it is supported by poor quality financial information. A resulting report is a form of accountability of government agencies for the implementation of government implemented.

### **Effect of Accounting Information System Implementation directly on Organizational Performance through the Quality of Financial Reporting.**

Accounting Information System has a positive effect on Organizational Performance through the Quality of Financial Reporting. Based on the results of hypothesis testing, the Accounting Information System has a positive and significant effect on Organizational Performance through the Quality of Financial Reporting. The results of this study provide empirical evidence that the better the Accounting Information System, the better the Quality of Financial Reporting, and the impact on the increasing organizational performance.

The results of this study are in line with Altamuro & Beatty, which states that SIA has a positive effect on organizational effectiveness through financial reports and good decision making. In addition, research conducted by Noerlina et al. also found that SIA had a positive effect on company decisions in terms of acquisitions and mergers through good quality accounting reports. In Nzomo Soudani's research (2011), it was also found that AIS had a positive effect on organizational effectiveness and decision-making, as well as control activities due to quality reporting. In line with that, Vasarhelyi & Alles also found that accounting information has a significant effect on financial performance and stock prices through accounting information, namely earnings reporting quality and book value (Altamuro & Beatty: 2010, pp. 58-74; Noerlina et al.: 2011, pp. 18-20; Soudani: 2012; Vasarhelyi & Alles: 2008).

In statutory regulations, the relationship between financial reporting and organizational performance is contained in Government Regulation of the Republic of Indonesia Number 8 of 2006 concerning Financial Reporting and Performance of Government Agencies which requires government agencies to prepare performance reports. This performance report can be used as a tool to measure the performance of government agencies. Performance measurement must be based on predetermined parameters and can be compared so that the performance of an agency can be compared between years and between agencies. Furthermore, the scope of Government Regulation No. 8/2006 was later narrowed down in Presidential Regulation No. 29 of 2014 concerning Government Agency Accountability Systems. This regulation specifically regulates how government agencies report their performance in accordance with the provisions of the prevailing laws and regulations. With this regulation, the measurement and reporting of government finances can be a starting point in assessing the performance of Ministries / Institutions in a more systematic and structured manner.

Basically, the implementation of accrual-based government accounting is able to improve the quality of K / L financial reporting in Indonesia. The implementation of an accounting information system can help reduce errors arising from one's negligence and inability to prepare financial reports. The existence of an information

system (application/software) will facilitate and reduce the error rate in preparing financial reports. This information system can minimize the risk of typos, additions, account misclassifications, and other errors so that it can present information in financial reports more accurately and validly. Valid information will result in unbiased decision-making and make optimal performance.

In addition, a good accounting information system with its relevance is able to make a difference in a decision and produce quality reporting through the information that is closely related to the decisions to be taken. With that, financial reporting will have a feedback value (feed-back value), which is able to help justify and correct past expectations and has a predictive value, which can be used to predict what will happen in the future. It means that the decisions taken in implementing the targets based on the report will also be of high quality and produce a good performance (Alam and Shakir, 2019; Bhatti and Akram, 2020; Uwajumogu et al., 2019).

A good accounting information system will also encourage the presentation of appropriate financial reports to users before the information loses its capacity to influence decision making. In 2016, BPK provided WTP opinion on LKPP, which previously only provided WDP opinion. This increase is because the government has followed up on the results of the BPK audit of the 2015 LKPP, including improving the central accounting system (Aguenane, 2020; Gazi, 2019; Babalola & Yelwa, 2020).

The government's efforts, in this case, are reflected in the use of application systems that are continuously being encouraged, including when there are different systems, how to consolidate them so that they can be compatible from one system to another. Meanwhile, for regions that are late in submitting LKPD 2012, regions that are late in submitting LKPD 2012 and LRA semester 1-2013 will be carried out

## **CONCLUSION**

A good accounting information system, institution, or organization can increase its value through increasing quality and efficiency, especially in terms of supply chain efficiency and effectiveness, improving internal control structures, and improving decision making. This is because the existence of an accounting information system can make the financial reporting process of an agency easier and faster because the management of data into accounting information can be done through the system so that it can reduce the risk of recording errors which will then result in the information presented and disclosed in the Ministry's financial statements. The State / Institution becomes more qualified and reduces the possibility of material misstatement of the State Ministry / Agency. The Government Agency Accountability System will specifically regulate how government agencies report their performance in accordance with the provisions of the prevailing laws and regulations. With this regulation, the measurement and reporting of government finances can be a starting point in assessing the performance of Ministries / Institutions in a more systematic and structured manner. The implementation of accounting information systems can also help reduce errors caused by negligence and the inability of a person to prepare financial reports so that they can present information in financial reports more accurately and validly. Valid information will result in unbiased decision-making and make optimal performance. In the context of governance, the government, which acts as an agent, certainly has more information than the general public, who acts as a principal. Thus, to reduce information asymmetry and increase agency accountability, government agencies are required to submit accountability reports containing performance achievements on management activities carried out; this will also have an impact on financial reporting which encourages accountability, efficiency, and effectiveness of public services. . The quality of reporting will improve the quality of management in seeing changes around the organization so that it responds quickly and appropriately to changes.

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## **BIODATA**

**I. FARIDA:** is an auditor in the Audit Board of the Republic of Indonesia. She has a lot of knowledge and skills in accounting, auditing, risk management, accounting information systems, public sector accounting, financial accounting, corporate finance/financial management, and taxation. She is currently a doctoral candidate of Accounting in University of Padjadjaran.

**S. MULYANI:** is a Rector in University of Singaperbangsa Karawang and a lecturer in the Accounting Department, Economic and Business Faculty, University of Padjadjaran. She has experienced more than 25 years in the field of information systems and good governance for the private, public, and sharia sector. She actively writes and gives consultations for analyzing and designing applied information systems, good governance, sharia finance, and others. She is currently the National Council Member, Institute of Indonesia Chartered Accountants.

**B. AKBAR:** is an auditor in the Audit Board of the Republic of Indonesia and a lecturer in the Accounting Department, Economic and Business Faculty, University of Padjadjaran and Institute of Domestic Government. He has a specialization in Auditing, Public Sector Accounting, and State Finance Law.

**S.D. SETYANINGSIH:** is an auditor in the Audit Board of the Republic of Indonesia and a lecturer in the Accounting Department, Economic and Business Faculty, University of Pakuan. She specializes in Auditing, Public Sector Accounting, and Financial Management. accounting and financial information, accounting information systems, auditing, behavioral financial and accounting research.

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### Crime of imitating the registered trade mark: comparative analytical study

*Delito de imitación de la marca Registrada: estudio analítico comparativo*

**A.J.S. AL HILAI**

<https://orcid.org/0000-0002-5561-3950>

Awlia.Sahib@qu.edu.iq

University Of Al-Qadisiyah, Iraq

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#### ABSTRACT

The subject of the crime of imitating the registered trademark is considered one of the most important and vital issues because it relates to the consumer and countries' economy. Its development on the one hand, and the increasing role of the trademark in distinguishing goods and services for other goods and services similar to them and preventing theft on the other, as international interest in intellectual property and its elements, especially trademarks, has increased. It should be noted that the trademarks are subject to many assaults especially the imitating, which is not limited to local brands but also includes foreign marks.

**Keywords:** Crime, trademark, imitation, registered trademark.

#### RESUMEN

El tema del delito de imitación de la marca registrada se considera una de las cuestiones importantes y vitales porque se relaciona con el consumidor y la economía de los países y su desarrollo, por un lado, y el papel cada vez más importante de la marca en la distinción de productos y servicios para otros bienes y servicios similares a ellos y la prevención del robo por otro, ya que el interés internacional en la propiedad intelectual y sus elementos, especialmente las marcas, han aumentado en los últimos tiempos. Estas últimas, están sujetas a muchos ataques, especialmente la imitación que no se limita a las marcas locales.

**Palabras clave:** Delito, marca registrada, imitación, marca registrada.

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## **INTRODUCTION**

Intellectual property is a real capital at present because of the extremely dangerous role it plays in merchants' lives, and among the elements of intellectual property in trademarks and the importance of the brand has increased as a result of the scientific and technological control that prevails in the global economy at present on the one hand, and the tremendous increase in commercial transactions on the other, as well as increased competition for marketing products and services in the market on the third hand, as they play an important role in the speed of executing transactions. As it has become a propaganda tool to increase the demand for a particular good or product, increasing the consumption of that commodity is evidence of the increasing popularity of its trademark, which leads to counting the trademark as a right of its owner. These right needs protection from various forms of abuse, so most countries put national legislation to regulate and protect the trademark (Jamshidi et al.: 2020, pp. 12-28).

To keep Iraq in line with the new economic, commercial, and legal concepts on the one hand, and for joining the World Trade Organization, Law on Trademarks and Commercial Data No. (21) Of 1957 was amended by Law No. (80) of 2004 on trademarks and geographical indications (Beebe & Hemphill: 2017, pp. 1339-1358).

Research on the topic of "the crime of imitating the registered trademark" raises many problems that can be asked in the form of questions, what are the pillars of the trademark crime? Are there special pillars? Are the penalties mentioned in Iraqi and comparative law a deterrent to the perpetrators? Is the criminal and penal policy sufficient to eliminate the crime of imitating the registered trademark or reducing its commission?

The importance of this research is the seriousness of this the crime is closely related to the state's economy, and crime become form an assault on economic ingredients for countries, and the absence of in-depth and detailed studies in the criminal and national aspects of the topic, as the studies deal with research in the civil and international aspects.

## **METHODOLOGY**

Research on the topic "the crime of imitating the registered trademark" requires two approaches: the first approach is the comparative approach, as it will compare the Law of marks and Commercial Data No. (21) For the year 1957 amended by Law No. (82) For the year 2002 on intellectual property rights Egyptian, and Order Algerian No. 03/06 of 2003. And the second approach is the analytical approach, as the comparative legal texts will be analyzed to reach the legal protection of the trademark (Beebe & Hemphill: 2017, pp. 1339-1358).

To clarify what is the crime of imitating the trademark, this crime must be defined and its legal nature explained as follows:

### **Definition of the crime of imitating the registered trademark:**

I will discuss here the definition of the crime of imitating a trademark registered in jurisprudence, law, and the judiciary as follows:

### **Defining the crime of imitating trademark in the jurisprudence:**

The jurists did not define the crime of imitating a trademark but rather provided definitions of the trademark and imitated the brand.

A trademark has multiple definitions. In general, a trademark is a logo for his factory or the goods he produces or sells to distinguish it from similar products and goods.

The imitating of the trademark was defined as (the transfer of the basic elements of the original brand or the transfer of some of it literally, with the addition of something from another mark to become closely resembling its whole with that mark, which leads to the occurrence of the average consumer being careful in the illusion and not being able to distinguish between them) (Clarke et al.: 2017).

### **Defining the crime of imitating the trademark in the judiciary and law:**

We will divide this point into two paragraphs, as follows:

#### **Defining the crime of the imitating trademark in the judiciary:**

The judiciary did not define the crime of imitating the trademark. Some decisions have been limited to the definition of imitating in general. There are judicial decisions that have clarified the concept of imitating Trademark, as The Algerian Supreme Court defines imitating by saying (imitation is to make something out of nowhere and make it similar to the original).

The decision of the Egyptian Court of Cassation No. (719) of 1955 came to define the tradition as (making a mark similar to the imitating marking in its entirety so that it is difficult for the average consumer to be careful and attentive to distinguish between them) (Zhang: 2020).

**Defining the crime of imitating the trademark in the Law:** By referring to the comparative laws, it was noted that it did not define the crime of imitation of the trademark, as it mentioned what is meant by trademarks, and sometimes it indicates what is meant imitation.

## **RESULTS**

Article (1) of the French trademark Law of 1991 defined it by saying (A mark of manufacture, trade, or service: a linear representation symbol used to distinguish a person's goods or services, whether natural or moral). Law No. (82) For the year 2002 on intellectual property rights, Article (63) clarified the concept of the trademark, as it stipulated that "trademark: It is everything that distinguishes a product or commodity or service from others." It includes names taken with a distinctive shape, signatures, words, letters, and numbers. In all cases, the trademark must be what is perceived by sight.

And Article (First) of the Law on Marks and Geographical Indications No. (21) of 1957 defined the mark by saying (the following words mean the meanings indicated thereon ... the sign: everything that takes a distinct form of words, signatures, letters, numbers, drawings, symbols, addresses, seals, pictures, inscriptions or Any sum of it if he used or asked to use it for a commodity or had an attachment to it to indicate that that merchandise belongs to the owner of the mark because of its manufacture, election, trade, or offer for sale).

It is worth noting that international agreements related to the protection of intellectual property rights, including industrial and commercial property rights, did not provide a concept for the trademark except for the TRIPS Agreement, as it stipulated that (any mark or group of marks that allow the distinguish of goods and services produced by an institution is considered to be considered as Trademark Names, letters, numbers, shapes, and color combinations, and any combination thereof is suitable for registration as a trademark).

Article (274) of the Iraqi Penal Code No. (111) of 1969 defined the tradition by saying (tradition: creating a false thing that resembles a valid thing), and Article (26) of the Algerian order related to marks stated: (Every action that violates the exclusive rights of a mark that a third party has committed in violation of for the rights of the owner of the mark (Beebe: 2018, pp. 389-395).

We can define the crime of imitation (Every behavior that the perpetrator undertakes with the intent to deceive the consumer and induce him to believe that the trademark is original).

The legal nature of the crime of imitating the registered trademark: The crime of imitating the registered trademark has its legal nature, namely:

The crime of imitation of the registered trademark is a misdemeanor: The Iraqi legislator has divided the types of crimes in terms of their gravity into three types, which are felonies, misdemeanors, and Irregularities, Where the type of crime is determined by the original maximum legally prescribed penalty, This division is considered one of the most important divisions, which is what most comparative laws have taken.

A misdemeanor is a punishable crime, either by severe or simple imprisonment (3) months to (5) years or a fine.

By referring to the comparative laws, we find that it is considered the crime of imitating the trademark from misdemeanors.

The Algerian law made the penalty for this crime imprisonment term of 6 months and not exceeding two years. With a fine of no less than two million five hundred thousand dinars and not more than ten million dinars or one of the two penalties.

The Egyptian law made the penalty for the crime of imitation the trademark by imprisonment for not less than two months and a fine of no less than five thousand pounds and not exceeding twenty thousand pounds or one of these two penalty (Article 113/1). The Iraqi law made the penalty for this crime imprisonment for not exceeding three years and the fine (Hall: 2005).

The crime of imitation of the registered trademark is considered a positive crime: the crimes are divided in terms of the appearance of criminal behavior into positive crimes, and negative crimes, so positive crime is that crime whose criminal behavior constituting the positive element is a positive crime like murder, while what is meant by negative crime is that crime that is Criminal behavior constituting a negative element in it is negative, that is, refraining from work that the law commands to do and punishes those who fail to do it.

Comparative laws have considered the crime of imitating the registered trademark to be a crime of positive behavior. The Algerian law considers the crime of trademarking to be a crime if the offender commits (the act of imitating), as Article (26) of the Algerian Order on Marks states that (imitation: every work that infringes on the exclusive rights of the mark), and here the Algerian legislator took the broad concept of imitation, which is all actions and affecting the trademark owner, meaning that this crime does not occur with negative criminal behavior, it is a positive crime.

Also, the Iraqi legislator in the Law of Marks and Geographical Indications considered the crime of imitation the trademark as a positive rather than negative crime (Jafarzadeh & Lajmorak: 2020, pp. 159-182).

The crime of imitation of the registered trademark is a money crime: the crimes are divided according to the interest protected to the crimes of persons and money crimes.

Money crimes have intended that decrease or modify the positive elements of financial disclosure or increase their negative elements by increasing the debts of the victim, and the crime of imitating the registered trademark is a money crime because criminal behavior (the act of imitation) focuses on the trademark and it is an industrial property right, and it is immaterial money that can be owned, as the trademark has a great material value (Orlov & Tkachenia: 2017).

The crime of imitation of the registered trademark is considered a temporary crime: crimes are divided according to the time taken temporarily to crime verify the material pillar elements of the crime into temporary crimes and continuous crimes. Temporary crimes are those crimes that constitute the criminal behavior consisting of the crime from an action that occurs and ends with the occurrence of the crime.

The crime of imitation of the registered trademark is considered a temporary crime that occurs once the criminal behavior that constitutes the material pillar of the crime (the act of imitation).

The Egyptian Court of Cassation decided in Resolution (1297) of 1954 that (the crime of counterfeiting and imitating a trademark is by its nature a temporary crime that is carried out as soon as counterfeiting or imitating the trademark regardless of the use that comes later to it, which is by its nature an ongoing crime) (FOX et al.: 2020).

That is, the crime of imitating a trademark is temporary because it takes place once the trademark is imitated regardless of its use.

The Pillars of The Crime of Imitating The Registered Trademark and Its Penalty:

Pillars of the crime of imitating the registered trademark

Each crime has a legal structure, and its pillars are the general pillars of the crime (the physical pillar and the moral pillar), and some crimes provide another type of pillar which is the pillars of special.

-General Pillars of Crime: The general pillars of the crime of imitating the trademark registered in the physical pillar and the moral pillar.

-The physical pillar of the crime: The physical pillar of the crime is to imitate the trademark registered with criminal behavior, criminal result, and causal relationship.

-Criminal behavior: The physical pillar of the crime of imitation of the registered trademark does not take place unless the perpetrator issues the criminal behavior, and this behavior is represented by a positive act, which is imitation.

The comparative laws did not specify the forms of criminal behavior (the act of imitation), but jurisprudence held that the imitation was either in the form of transfer or in the form of an analogy. The imitation does not have to be complete, as it is achieved by changing or removing one of the letters of the word, as imitation is available and even if some of the surrounding fees increase to mislead the consumer.

It is worth noting that this form of criminal behavior constituting the physical pillar of the crime of trademark imitation is less likely. However, if additions lose the brand's itself, it is not an imitation, and it does not matter if the imitation trademark was used on goods because the misdemeanor of imitation is a temporary crime that occurs as soon as the trademark is imitated regardless of the subsequent use which is by its nature a continuous crime (Thomas: 2018, pp. 1-13).

The second form of criminal behavior is to imitate the mark in the analogy image. The analogy is the creation of a mark similar to the approximate image of the original mark. This image requires a physical element based on an analogy of a fundamental nature that leads to confusion between the two signs. An unphysical element which is that the perpetrator of the crime has likened with the intent to deceive the consumer, it is more dangerous in the case of imitation the medication mark, as it affects public health on the one hand, and affects the national economy because it does not help to innovate, but what is the criterion of similarity between the original and imitation marks?

The comparative laws did not stipulate the standard of similarity, while the judiciary specified a set of criteria, namely the lesson in terms of similarities between the two signs, not with the differences between them, the lesson in the general appearance in the two marks, not with partial elements, and not looking at the two signs adjacent but rather looking For them separately.

For imitation to constitute the criminal behavior of the material pillar of a trademark crime, two conditions must be met: the first condition: that the trademark is imitated without the consent of the trademark owner. The second condition is that imitation of the brand leads to misleading or deceiving consumers. The offense of imitating a trademark is realized even if the consumer confuses the original and the imitation sign with a potential occurrence or if the consumer falls under the influence of deception.

The offense of imitating a trademark is considered to be committed as of the date of transfer of the original trademark, and it is sufficient for the existence of this crime to prove the act of creating a trademark in full conformity with the original trademark (Ertekin et al.: 2018, pp. 45-65).

The criminal result: it is the effect of the criminal behavior that the offender has performed, and in the crime of imitating the trademark, the perpetrator commits a positive criminal behavior, which is (the act of imitation) achieved a harmful criminal result, which is causing physical damage to the owner of the trademark or losing it, as well as (The act of imitation) leads to (deceiving and misleading the consumer) and his inability to distinguish between products bearing an imitating sign and the original products, and accordingly the judiciary went to one of its decisions to the effect that (It is not necessary for the imitation that there be a match between the two marks, but rather it is sufficient for the availability of the imitation to have similarities between them that would mislead the public).

As for the position of the comparative laws on the criminal result, the Egyptian intellectual property protection law went to make the criminal result resulting from criminal behavior a harmful result and defined it as (misleading the public), article (113/1) stipulated that (and everyone who forges a trademark registered by the law or imitated in a manner that calls for misleading the public), and the Iraqi geographical signs and Indicators Act also made the criminal result harmful (mislead of the public).

- Causal relationship: that the criminal result occurred as an effect of the criminal behavior of the perpetrator, and in the crime of imitation of the trademark, the damage caused to the owner of the imitation trademark must be the result of the perpetrator doing the imitating.

- Moral pillar of the crime: the second pillar of the crime of imitating the trademark registered is the moral pillar, and by reference to the comparative laws, it was noted that the crime of imitating the trademark is an intentional crime, in which the general criminal intent is achieved, because the will of the perpetrator is directed to the tradition of the original trademark, knowing that it is a criminal act, and this crime cannot occur in the form of unintentional error, because every trader has to resort to the trademark registry before creating a trademark to ensure that the trademark does not resemble another trademark to distinguish the same type of goods or merchandise on the one hand, and it is rare that the similarity between the two signs is a coincidence without inadvertently (Thomas: 2018, pp. 1-13).

## **DISCUSSION**

The private (presumed) pillar of the crime of imitating the registered trademark: in addition to the general pillars, there is an assumed private pillar that must exist in the crime of imitating the trademark, which is the object of the crime (registered trademark).

The subject of the crime is a trademark: the subject of the crime must be a trademark that meets all the substantive conditions necessary for its validity, namely that the trademark be distinctive to distinguish goods and products similar to other's goods and that the trademark is new.

The seriousness of the trademark means that the trademark is not used by a dealer or other product on similar goods or products to prevent confusion among consumers, as novelty does not mean the novelty related to innovation or the creation of the trademark.

And that the trademark is legal; that is, it does not violate the provisions of the law or public order, public morals, and public interest.

The last condition is that the trademark is written in the official language.

And the loss of the trademark (the subject of the crime) to one of the above conditions leads to the invalidity of the trademark, its inability to own property, and therefore its lack of legal protection, which makes the trademark crime unfulfilled (Bone: 2019, pp.1187-1196).

The subject of the crime must be a registered trademark: after the objective conditions are met, the actual existence of the trademark is met, but the legal presence of it is not achieved if it does not meet the formal requirements, which is that its owner registers the trademark by following the procedures established by law with the competent authority, this means that only the registered trademark is the subject of protection in civil and penal. If its owner does not register it or does not renew the registration of the trademark or cancellation of its registration for any reason whatsoever, then this crime does not occur, and the judiciary confirmed that, in one of its rulings, it was decided that (trademark registration is the area of protection that the law criminalized to its imitation or used it other than its owner).

The comparative laws also went on to require the registration of a trademark for its owner to benefit from the legal protection prescribed in these laws. The French legislator in the trademarks Law of 1964 stipulated registering the trademark, and he decided that the trademark right of the owner of the trademark should not be final and could not be invoked in confronting others only after the trademark has been registered and following its filing (Mashdurohatur: 2019, pp. 413-420).

Likewise, Article (113) of the Egyptian Intellectual Property Protection Law stipulated that the law register the trademark for the commission of this crime, and the Algerian legislator in Article (26) of the Ordinance Concerning Marks No. 03/06 of 2003 stipulated that (the misdemeanor of imitation is a registered trademark). The penalty for the crime of imitation of the registered trademark.

The majority of comparative laws have gone into adopting the original and sub-penalties as a penalty for the perpetrator committing the crime of imitating the trademark, but it varied of these penalties, their duration, and amount:

**Original penalties:** Comparative laws differed regarding the type of original penalties imposed on the perpetrators of the crime of imitating the trademark; some of them took the penalties for deprivation of Liberty and financial together, while some adopted either penalties for deprivation of Liberty or financial penalties, while other laws were limited to financial penalties only.

One of the comparative laws that allowed a judge to choose between a penalty of imprisonment and a fine is the Algerian order relating to marks, for a judge may apply imprisonment or a fine or both, as Article (32) of it decided to punish every who person committed the misdemeanor of imitation with imprisonment from (6) Six months to (2) two years, with the penalty of the fine mentioned in Article (34) of the same law, which is set with a minimum of no less than two million five hundred thousand dinars, and a maximum of no more than ten million dinars or one of the two penalties.

And it is worth noting that the matter relating to the above Algerian marks made the punishment the same whether the perpetrator was a natural person or a legal person.

As for the Egyptian legislator, he is the other one who made the penalty of imprisonment and a fine, or one of the two penalties, as the perpetrator of the crime of imitating the trademark is punished by confinement for no less than two months, with a penalty of a fine of no less than (5000) five thousand pounds and not more than (20,000) twenty thousand pounds or one of the two these penalty.

And it is worth noting that the Egyptian legislator has tightened the penalty for this crime by making it mandatory imprisonment for no less than two months with a penalty of a fine of no less than (50,000) fifty thousand pounds while giving the judge the authority to choose between the fine and imprisonment.

And the Iraqi legislator went on to make the penalty for the crime of imitating the trademark by optional imprisonment for a period of no more than (3) three years or a fine that does not exceed or both (Ertekin et al.: 2018, pp. 45-65).

**Sub-penalties:** Many comparative laws go to stipulating sub-penalties in addition to the original penalties (confiscation, a publication of the judgment, destruction of the objects subject to the crime or used in its commission, and temporary or final closure of the institution).

And the Egyptian Intellectual Property Protection Law has made the penalty for the crime of imitating the registered trademark in addition to the original penalties sub-penalties, namely, the closure of the facility, as it stipulates that (the court may, upon conviction, order the closure of the establishment exploited by the convict for a period not exceeding six months, and the closure is obligatory in the event of recurrence).

The above the law also allowed the court to destroy the marks, and likewise, it has the right to destroy products, goods, store addresses, covers, etc., and the court may order the publication of the ruling in one or more newspapers.

As for the Algerian trademark Law, it did not stipulate the punishment for publishing the verdict. Rather, he included other sub-penalties, as Article (32 / paragraph 4) of it stipulated (destroying the things in violation).

And it stipulated the penalty for confiscation, as the Algerian legislator indicated that the judge might order the confiscation of the seized goods that contain imitation marks.

The Algerian trademark Law also adopted the penalty of closure, as it stipulated that (temporary or final closure of the institution), The Algerian legislator has been affected by the French law that took this penalty, and the final closure of the institution for a period not exceeding (5) five years, while the temporary closure of the institution by canceling the license is the duration of the punishment.

The French intellectual property protection law went on to introduce sub-penalties in addition to the original penalties, which are the temporary or final closure of the institution for a period of (5) five years as a maximum (Lazíková: 2019, pp. 21-31).

And the French legislator took the lute, As Article (716/ Paragraph 12) of the French Law for the Protection of Intellectual Property stipulates double the penalty, and the offender bears the costs of withdrawing imitation



goods from the market. Also, Article (716 / Paragraph 13) ruled against ordering. The offender has to pay the costs of withdrawing the imitation goods or ruling to destroy the imitation goods at the expense of the offender or to publish the judgment.

In addition to the original penalties, the Trademarks and Geographical Indications Law (the amended) take sub-penalties (publication of the judgment, destruction, confiscation), as Article (thirty-eighth) of the above, the law stipulated that (the competent court should confiscate, the seizure of the items seized for sale..., and it may order the publication of the ruling at the expense of the convict. Also damaging the machinery and tools used in the crime).

## **CONCLUSION**

Based on this research, it can be concluded that the trademark crime has the advantage of having its legal nature as it is a positive behavior crime with a harmful criminal result, which is an intentional crime. It is a crime of money as a temporary crime.

For the crime of imitating the registered trademark is general pillars, which is the material pillar represented by criminal behavior in the form of positive behavior (the act of imitation), and a harmful criminal result (material harm to the owner of the trademark or its loss, misleading the consumer), as well as the un material pillar, and special pillar (registered trademark).

The penalties mentioned in the laws, including Iraqi law, are not commensurate with the seriousness of the crime of imitating the registered trademark on the one hand, and the importance of the subject of this crime on the other hand.

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## **BIODATA**

**A.J.S. AL HILAI:** Dr. Awlia Jabbar, a teacher at the College of Medicine / University of Qadisiyah, who holds a master's degree in public law from the College of Law / University of Babylon and a doctorate in public law \_ criminal law from the College of Law / University of Babylon.

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### Indonesian local governments' commitment to the quality of the education sector

*Compromiso de los gobiernos locales de Indonesia en la calidad del sector educativo*

I. YATUN

<https://orcid.org/0000-0002-4527-5644>  
isma.yatun@bpk.go.id  
University of Padjadjaran, Indonesia

S. MULYANI

<https://orcid.org/0000-0001-6744-8991>  
sri.mulyani@unpad.ac.id, sri.mulyani@unsika.ac.id  
University of Padjadjaran  
University of Singaperbangsa, Indonesia

S. WINARNINGSIH

<https://orcid.org/0000-0002-6856-377X>  
srihadi.winarningsih@unpad.ac.id  
University of Padjadjaran, Indonesia

C. SUKMADILAGA

<https://orcid.org/0000-0003-3172-3407>  
citra.sukmadilaga@unpad.ac.id  
University of Padjadjaran, Indonesia

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#### ABSTRACT

This study aims to test empirically whether the commitment of regional heads and the oversight function of local parliaments influence the performance of education through the quality of education sector expenditure. It is empirically proven that the commitment of regional heads and the oversight function of local parliaments have a significant and positive effect on improving the quality of government expenditure. Both variables also positively affect the performance of education in Indonesia indirectly through the quality of education sector expenditure. This study indicates that improving the quality of education sector expenditure improves educational performance.

**Keywords:** Local expenditure quality, commitment of regional heads, parliamentary oversight, educational performance, structural equation modelling

#### RESUMEN

Este estudio tiene como objetivo probar empíricamente si el compromiso de los jefes regionales y la función de supervisión de los parlamentos locales influyen en el desempeño de la educación a través de la calidad del gasto del sector educativo. Se demuestra empíricamente que el compromiso de los jefes regionales y la función de supervisión de los parlamentos locales tienen un efecto significativo y positivo en la mejora de la calidad del gasto público. Ambas variables también afectan positivamente el desempeño de la educación en Indonesia indirectamente a través de la calidad del gasto del sector educativo. Este estudio indica que mejorar la calidad del gasto del sector educativo mejora su desempeño.

**Palabras clave:** calidad del gasto local, compromiso de los jefes regionales, supervisión parlamentaria, desempeño educativo, modelado de ecuaciones estructurales

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## INTRODUCTION

Education is one of the most fundamental factors for a country. The quality of education generates proficient human resources that can improve people's welfare. The relationship between the quality of education and indicators of a country's welfare, such as long-term economic growth, is revealed by Hanusek and Woessman (2020). In Indonesia, Law Number 23 of 2014 concerning local government asserts that education is an obligatory government function intended to meet the basic needs of citizens. The act further arranges the education administration authority into three government layers. The central government sets national standards for all levels of education and manages the operations of higher education institutions (i.e., universities, colleges, polytechnics, etc.); provincial governments administer secondary education (i.e., senior high schools and vocational schools); and district/municipal governments are responsible for basic education (i.e., elementary schools and junior high schools), including early childhood and non-formal education. To finance education programs, the government is mandated to allocate a minimum of 20 percent of the state budget (APBN) and regional budget (APBD) to the education sector. The education budget in the APBN and APBD has continued to increase in the last five years. The education budget in the APBN has increased from IDR 409.1 trillion in 2015 to IDR 492.5 trillion in 2019, while in the overall APBD, the education budget had increased from IDR 235.58 trillion in 2015 to IDR 284.69 trillion in 2019. The budget increase, among other things, is invested in building schools and recruiting teachers, allowing more school-age children to access the education service. Rosser (2018) mentioned that Indonesia has been able to increase school participation rates and decrease dropout rates. Furthermore, Rosser (2018) argued that access to education is no longer the biggest challenge for Indonesia.

It is believed that the current challenge for Indonesia is how to improve its educational performance. In tertiary education, only three higher education institutions in Indonesia were ranked in the world's top 500 universities in 2018, namely Universitas Indonesia (ranked 277), Institut Teknologi Bandung (ranked 331), and Universitas Gajah Mada (ranked between 401 to 410). At the secondary education level, the overall score of the 2018 Program for International Student Assessment (PISA) showed that Indonesia was ranked 73 out of 77 countries for students' performance in reading, mathematic, and science (Schleicher: 2019, pp. 35-65). This achievement was among the worst in Southeast Asia. At the basic education level, the average score in the computer-based national exam (UNBK) for the 2015–2018 period showed a downward trend for junior and senior high schools, including vocational schools. Although there was an increase in UNBK test results in 2019, the overall UNBK score was still below the graduation standard required by the government (Nasution & Surbakti: 2020, pp. 35-55).

Based on those phenomena, it is interesting to know why an increase in the education budget does not show a significant impact on the improvement of educational performance. The positive relationship between budget and performance has been revealed in various studies (Ebi and Ubi, 2017; Wahaba et al.: 2018, pp. 32-65). Balaj (2017) argued that executing spending in a quality manner is the most important aspect of the implementation of governments' programs and activities. Governments may allocate more resources in terms of budget for the implementation of education sector policies; nevertheless, if the policies are not implemented effectively, the expenditure may not provide the expected benefits for the public (Balaj & Lani: 2017, pp. 452-471).

Several studies have suggested factors related to the quality of government spending, including the commitment of regional heads and legislative oversight. Babatunde (2015) stated that leadership commitment influences the management of public expenditures. Also, legislative involvement in planning, implementing, and overseeing the budget can affect the quality of regional spending. According to Stapenhurst (2011), a budget is a tool that can be used by the legislature to warrant that government programs are implemented in accordance with the necessity of programs approved by the legislative.

Based on the phenomenon that elaborated earlier and in prior studies, the research questions that will be discussed in this study are: How significant is the influence of the commitment of regional heads on the quality of education sector spending? How much leverage does the local parliament oversight function have on the

quality of education sector spending? How significant is the impact of the education sector spending quality on educational performance? How significant is the effect of regional heads' commitment on educational performance through the quality of education spending? And how much influence does the DPRD (i.e., local parliament) oversight function have on educational performance through the quality of education sector spending? The focus on these research questions is supported by the results of our analytical review of previous literature that shows a limited number of studies examining the relationship between regional heads' commitment and legislative oversight function in relation to the quality of education sector spending and its relationship with educational performance.

## **LITERATURE REVIEW**

### **Regional Heads' Commitment**

According to Al-Azhar et al. (2014), commitment in organizations is the ability and willingness to prioritize the needs and goals of the organization by emphasizing the mission, goals, and values of the organization while having loyalty to the organization. The commitment of a regional head is a condition where regional leaders are highly committed to the improvement of community welfare through allocating more resources in the regional budget to various social service programs (Diyanyati & Weningyastuti: 2017, pp. 173-184). The variable of regional heads' commitment in this study is divided into five dimensions: resource allocation, organizational target and mission; policy and planning; integrity; and authority delegation and employee capacity development. The first three dimensions are further operationalized based on Hasibuan's (2017) research. The resource allocation dimension consists of two indicators: budget allocation to the education sector and proper allocation for education personnel. The dimension of the organization's targets and mission has two indicators, namely, setting clear educational service main goals and conducting periodic reviews and assessments on the accomplishment of the targeted objective. The policy and planning dimension also includes two indicators: establishing policies and plans to achieve the objectives and the availability of minimum educational infrastructure. The fourth dimension, integrity, refers to Johari et al. (2018) and consists of indicators of setting good values and principles and prioritizing the organizational mission above personal interests. The last dimension, delegating authority and developing employees' capacity, consists of indicators of constructing an organizational structure that supports authority delegation and improving the capacity of the teaching workforce.

### **DPRD Oversight Function**

The DPRD or local parliament oversight function comprises the activities of the legislative body to oversee the activities or programs executed by the executive or, specifically, the act of scrutinizing the legislature in relation to the implementation of the enacted regulations (Pelizzo & Stapenhurst: 2004, pp. 21-48; Stapenhurst: 2011, pp. 54-75). This includes overseeing the government budget. In the Indonesian context, DPRD has an important role throughout the planning and budgeting processes. The APBD draft should be submitted to the DPRD for approval. Throughout the budget execution stage, the local government is required to provide information on the implementation of programs/activities that are already stipulated in the budget. Any changes and amendments to the regional budget also require approval from the DPRD.

Based on prior studies by Pelizzo & Stapenhurst (2004), Simson et al. (2011), and Stapenhurst (2011), the variable of DPRD oversight function in this research is divided into three dimensions that consist of ex-ante supervision, ex-post supervision, and the supporting structure of the DPRD's oversight function. Indicators for ex-ante supervision consist of the education commission hearing, the plenary sessions hearing, and the drafting of the regional budget and its amendments. For ex-post supervision, the indicators are the right of interpellation, the right to assert an opinion and public debate, debriefing time, and attestation of the budget realization report. Lastly, indicators for the supporting structure of the DPRD's oversight function consist of legislative commission and budget agency.

### Quality of Educational Sector Expenditures

expenditure quality as effective, efficient, transparent, and accountable government spending that is executed in a timely manner and is allocated in accordance with the regional development priorities. Wahyuni et al. (2017) further indicated that expenditure quality in the education sector consists of five dimensions, namely the expenditure priorities, budget allocation, timeliness, expenditure effectiveness, and the transparency and accountability of the expenditure. The priority dimension has only one indicator, which is the consistency of the education program priorities. The allocation dimension consists of indicators for increasing the allocation of education sector capital expenditure and ensuring the allocation accuracy of education sector subsidies. The timeliness dimension consists of indicators of the timeliness of the approval of APBD, the timeliness of budget execution in the education sector, and the timeliness of revenue realization. The dimensions of effectiveness and efficiency consist of the efficiency indicator and the effectiveness indicator for education sector expenditure. Lastly, the dimensions of transparency and accountability consist of indicators of accountability, transparency, and external auditor's opinion on local governments' financial reports.

### Educational Performance

Chapman and Adams (2002) defined educational performance as an achievement of educational success that is measured from the perspective of inputs, processes, outputs, and outcomes. The input dimension, according to Chapman and Adams (2002), is the resources used to provide education services in the region. It consists of five indicators, namely human resources, facilities and infrastructure, source of funds, citizen's awareness, and regulations and policies. The process dimension is the service provided to students by educational providers (Chapman & Adams: 2002, pp. 75-96). It has three indicators, namely organizational structure, teaching materials, and teaching methods. According to Chapman and Adams (2002), the output dimension is the short-term and direct result of the teaching and learning process, while the outcome dimension is the long-term impact of the education system. Indicators for the output dimension are student test scores and achievements, while indicators for the outcome dimension are the average length of schooling, literacy rates, school accreditation, and school participation rates.

### Hypotheses Development

The robustness of the relationship between the exogenous variables (the regional heads' commitment, the DPRD's oversight function, and the quality of education sector expenditure) and the endogenous variable of educational performance that underlies this study is illustrated in the conceptual framework in Figure 1, which is used to develop research hypotheses.

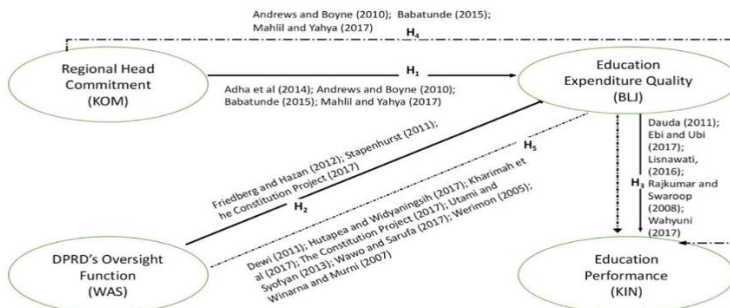


Figure 1. Conceptual Framework

At the local government level, the commitment of regional heads reflects the willingness to set a vision, mission, and programs in accordance with the needs and priorities of the regions to achieve maximum results (Al-Azhar et al.: 2014, pp. 32-58; Erlina & Muda: 2017, pp. 301-312). Since leaders influence the management of public spending, Babatunde (2015) argued that there is a significant positive effect of leadership quality on spending quality in terms of public expenditure management. A good organizational management system is not sufficient if it is not supported by leadership character and strong commitment from the leadership (Andrews & Boyne: 2010, pp. 443-454). Therefore, a hypothesis can be built that:

H1: The commitment of the regional head has a positive effect on the quality of education sector expenditure.

Law Number 23 of 2014 outlines the duties of the DPRD in overseeing the activities of regional governments, starting from approving the drafting process of the regional budget to approving the accountability report of the budget execution. The main function of a budget is to control the performance of local government in accordance with the legislative expectation, as the representation of the community needs. Staphenurst (2011) further explained that a budget is a tool that can be utilized by the legislature to assure government activities match with the planned activities approved by the people's representatives. Therefore, a hypothesis that can be drawn is:

H2: DPRD's oversight function has a positive effect on the quality of education sector expenditure.

Several studies have shown a significant and positive relationship between education sector spending and educational performance. In terms of the degree of spending value, and Ebi and Ubi (2017) recommended that the government invest heavily in the education sector, particularly in the provision of educational facilities. In terms of the quality of spending, Wahyuni et al. (2017) found that spending quality has a positive effect on performance, measured by timeliness, efficiency and cost-effectiveness, the accuracy of expenditure allocation, and accountability and transparency. Furthermore, Rajkumar and Swaroop (2008) suggested that the factor that determines the effectiveness of public spending on basic education is good governance, which is in line with Wardhani et al.'s (2017) research, which argued that education spending and governance affect performance. Hence, we develop a hypothesis that:

H3: The quality of education sector expenditure has a positive effect on educational performance.

Regional heads in Indonesia are authorized by the President to manage regional finances (Government of Indonesia, 2003). As a result, the commitment of regional heads is closely related to local government spending policies. Andrews & Boyne (2010) revealed that regional heads as leaders in their regions should not only lead their government officers but also lead their communities so that the government programs can be executed successfully. It is in line with research from Babatunde (2015) that showed a positive relationship between the quality of leadership and public welfare. In the context of local government, the role of the regional head is to encourage all elements in the organization to work harder and attain optimal performance (Erlina & Muda: 2017, pp. 301-312), from planning the budget to regional expenditure execution as a proxy for performance improvement. Therefore, we develop a hypothesis that:

H4: The commitment of regional heads has a positive effect on educational performance through the quality of education sector expenditure.

Most of the world's legislative institutions take part in the arrangement of the government budget alongside the executive. They also mentioned that parliamentary oversight of the budget is a focal point in the legislative supervision function. Several previous studies have underlined the influence of parliament members' comprehension of APBD governance, which has a positive impact on the quality of DPRD oversight, especially on outputs of programs and activities (Winarna & Murni, 2007, pp. 136-152). Another study that highlighted local parliament members' knowledge found that the level of local government financial transparency had a positive impact on local parliament members' understanding of local government budgets. Parliament members

who have a proper understanding of local government budgets are more effective in exercising their role of overseeing budget execution. This, in turn, helps local governments to attain the expected performance targets. Hence, we develop a hypothesis that:

H5: DPRD's oversight function has a positive effect on educational performance through the quality of education sector expenditure.

## **METHODOLOGY**

This research is a quantitative study using descriptive and causal explanatory methods to test the research hypotheses. We chose samples from local governments in Java and Sumatra with the consideration that the occurrence of the education phenomenon as explained earlier and the majority of students, teachers, and schools in Indonesia are located on the islands of Java and Sumatra. The research population is 267 local governments consisting of 63 municipal governments and 204 district governments that are in charge of the elementary and junior high school administration.

Data were collected through a survey method using an eight-point semantic scale questionnaire distributed to two respondents in each local government: the chairperson or member of the DPRD's educational commission and the head of the local education department. The survey was carried out online from 10 April 2020 to 29 May 2020, and questionnaires were filled directly by targeted respondents. A total of 111 local governments consisting of 23 municipalities and 88 districts participated in this study. The collected data are explained descriptively. The mean scores, standard deviations, and demographics of respondents are presented, and correlations between variables were tested to verify the research hypotheses. The verification analysis and hypothesis testing were developed using a conceptual structural equation modeling approach, while the data were processed using LISREL 8.8 statistical software.

## **RESULTS**

### **Profile of Respondents**

The participants in this study were 222 respondents consisting of 111 heads of local education departments, 73 chairpersons of the DPRD's education commissions, and 38 members of the DPRD's education commissions. There were 201 male respondents (91%) and 21 females (9%). The education level of the respondents was varied: 97 respondents (44%) held a Master's degree, 83 respondents (37%) held a Bachelor's degree, and the rest held a high school/vocational degree (18 respondents; 8%), a doctoral degree (14 respondents; 6%), or diploma degree (10 respondents; 5%). The educational background of the majority of respondents was non-economic (180 respondents; 81%), while the rest majored in economics non-accounting (39 respondents; 18%) and accounting (3 respondents; 1%). In terms of the service length of the respondents, a total of 161 respondents (73%) had held their current position for less than two years, 56 respondents (25%) for between three and ten years, and three respondents (1%) for more than ten years (1%); two respondents (1%) refused to answer. Classified by age, the majority of respondents were 50 years old or more (124 people; 56%); others were aged 40–49 years (22 people; 10%), 30–39 years (47 people; 21%), and under 30 years (29 people; 13%).

### **Descriptive Statistics**

Respondents' perceptions are organized in the form of a range of scores. The range of scores is a basis for classifying the results of each respondent's answers into four categories: (1) bad, the score between 1.00 and 2.75; (2) deficient, the score between 2.76 and 4.50; (3) sufficient, the score between 4.51 and 6.25; and (4) good, score between 6.26 and 8.00. The results of the analysis of the scores for each variable are presented in Table 1.



**Table (1).** Descriptive Statistics and Variables Scoring

Variable	Average Scores	% Realization	% Gap	Category
Regional head commitment (KOM)	6.64	83.01	16.99	Good
DPRD's oversight function (WAS)	6.87	85.85	14.15	Good
Education expenditure quality (BLJ)	6.54	81.72	18.28	Good
Educational performance (KIN)	6.49	81.07	18.93	Good

### Instruments' Validity and Reliability

Ghozali (2009) explained that a validity test is used to measure the validity of a questionnaire, while a reliability test is used to measure the reliability of a questionnaire. A questionnaire is valid if the answers/responses to the questions/statements are able to describe properly the objects that are to be measured. A questionnaire is considered to be reliable if a respondent's answer/response to a question/statement is consistent or stable over time. Validity and reliability are indicated by the value of construct reliability (CR) and variance extracted (VE). CR and VE values higher than 0.7 are ideal, while those above 0.5 are acceptable. Based on the test results, as presented in Table 2, all CR and VE values are above 0.7; hence the measurement model is valid and reliable.

**Table (2).** Instrument Validity and Reliability Test Results

Indicators	SFL ≥ 0.5	CR ≥ 0.7	VE ≥ 0.5	Results	Indicators	SFL ≥ 0.5	CR ≥ 0.7	VE ≥ 0.5	Results
<b>KOM</b>		<b>0.95</b>	<b>0.80</b>	<b>Reliable</b>	<b>BLJ</b>		<b>0.98</b>	<b>0.90</b>	<b>Reliable</b>
KOM1	0.90			Valid	BLJ1	0.99			Valid
KOM2	0.96			Valid	BLJ2	0.98			Valid
KOM3	0.93			Valid	BLJ3	0.92			Valid
KOM4	0.93			Valid	BLJ4	0.92			Valid
KOM5	0.75			Valid	BLJ5	0.92			Valid
<b>WAS</b>		<b>0.95</b>	<b>0.86</b>	<b>Reliable</b>	<b>KIN</b>		<b>0.94</b>	<b>0.80</b>	<b>Reliable</b>
WAS1	0.83			Valid	KIN1	0.91			Valid
WAS2	1.00			Valid	KIN2	0.91			Valid
WAS3	0.95			Valid	KIN3	0.87			Valid
					KIN4	0.89			Valid

\*SFL = standardized factor loading; \*\*CR = construct reliability; \*\*\*VE = variance extracted

### Goodness of Fit Model Testing

Verification analysis of structural models is performed through the goodness of fit test. This test aims to confirm whether the proposed model is fitted to the sample data (Wulandari & Murtianto: 2017, pp. 45-65).

**Table (3).** The Goodness of Fit Index Results

Measurement Indicators	Critical Value	Estimation Value	Conclusion
Chi-square	p-value $\geq$ 0.05	0.14	<i>Good Fit</i>
Root Mean Square Error of Approximation (RMSEA)	RMSEA $\leq$ 0.08	0.037	Good Fit
Normed Fit Index (NFI)	NFI $\geq$ 0.90	0.97	<i>Good Fit</i>
Non-Normed Fit Index (NNFI)	NNFI $\geq$ 0.90	0.99	<i>Good Fit</i>
Comparative Fit Index (CFI)	CFI $\geq$ 0.97	0.99	<i>Good Fit</i>
Incremental Fit Index (IFI)	IFI $\geq$ 0.90	0.99	<i>Good Fit</i>
Relative Fit Index (RFI)	RFI $\geq$ 0.90	0.97	<i>Good Fit</i>
Standardized Root Mean Square Residual (SRMR)	SRMR $\leq$ 0.05	0.047	Good Fit
Goodness of Fit Index (GFI)	GFI $>$ 0.90	0.88	<i>Marginal Fit</i>
Adjusted Goodness of Fit Index (AGFI)	AGFI $>$ 0.89	0.83	<i>Marginal Fit</i>

The goodness of fit index test results show that the chi-square value is greater than 0.05, the RMSEA value is less than 0.08, and the SRMR value is less than 0.05, while the NFI, NNFI, CFI, IFI, and RFI values are greater than 0.90. This means the model can be declared as a good fit. However, two criteria did not meet the 'good fit' category, namely the GFI value of 0.88 (GFI criterion is  $>$  0.90) and the AGFI value of 0.83 (AGFI criterion is  $>$  0.89). Nevertheless, these values are considered to be acceptable (marginal fit) according to Wulandari & Murtianto (2017), who argued that a GFI value between 0.80 and 0.90 and an AGFI value from 0.80 to 0.89 are considered as a marginal fit. Therefore, in general, the result of the goodness of fit model test shows that the model is good (fit) and acceptable (marginal fit).

**Research Hypotheses Testing**

Each hypothesis was further tested by t-test statistics, with the proviso that  $H_0$  is rejected if the t-variable is smaller than the critical t-value with a confidence level of 95 percent and an error tolerance of 5 percent. To test the direct relationship, this study used a one-tailed test, so the critical value used for the t-distribution is 1.64. The indirect relationship is tested using the Sobel test. The hypotheses test results from the LISREL software, illustrated in Figures 2 and 3 below, show that all hypotheses are accepted ( $H_A$  are accepted and  $H_0$  are rejected).

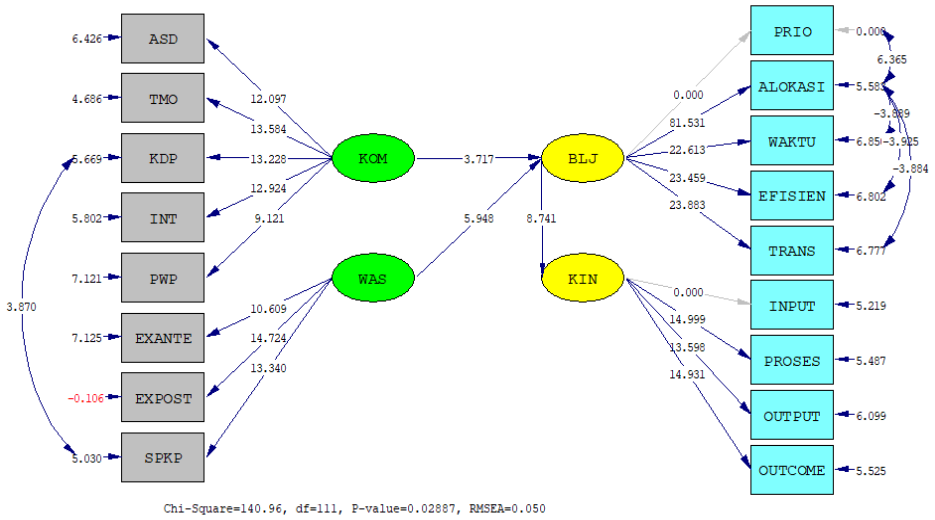


Figure 2. Full Model – Loading Factors

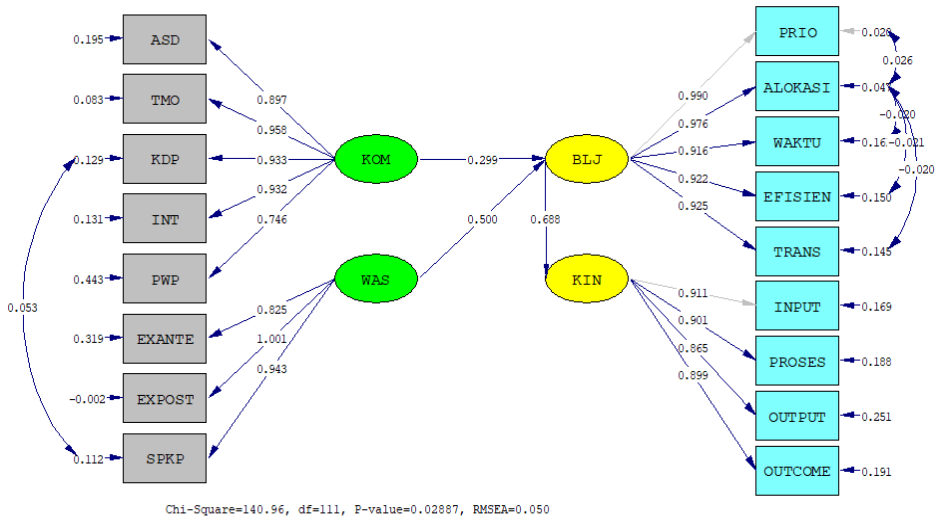


Figure 3. Full Model – Path Coefficients

A summary of the hypothesis test results is shown in Table 4. The coefficient measurement results generated by LISREL show that the quality of education sector spending is influenced by the commitment of regional heads and the legislative oversight function, with the equation  $BLJ = 0.30 * KOM + 0.50 * WAS$ , Errorvar. = 0.57,  $R^2 = 0.43$ . The influence of the quality of education sector spending on educational performance is shown by the structural equation  $KIN = 0.69 * BLJ$ , Errorvar. = 0.53,  $R^2 = 0.47$ .

**Table 4.** Summary of Hypotheses Testing

Path	Hypothesis Testing		Coefficient of Effect			Hypothesis Conclusion
	Path Coefficient	Critical Value	Direct	Indirect	Total	
Study 1 (direct effect)						
H <sub>1</sub> KOM→BLJ	3.717	1.64	0.299		0.299	Accepted
H <sub>2</sub> WAS→BLJ	5.948	1.64	0.500		0.500	Accepted
H <sub>3</sub> BLJ → KIN	8.741	1.64	0.688		0.688	Accepted
Study 2 (mediation effect)						
H <sub>4</sub> KOM→BLJ→KIN	3.446	1.64	0.340	$(0.299 \times 0.688) = 0.206$	0.546	Accepted
H <sub>5</sub> WAS→BLJ→KIN	3.110	1.64	0.520	$(0.500 \times 0.688) = 0.344$	0.964	Accepted

The first hypothesis shows that the path coefficient score of regional heads' commitment to the quality of education sector expenditure is 3.717, which is greater than the critical value. Thus the null hypothesis is rejected, and H1 is accepted. It can be concluded that the commitment of regional heads has a significant positive effect on the quality of education sector expenditure, with a coefficient of determination R<sup>2</sup> of 0.299. The second hypothesis generates a score for the path coefficient between legislative oversight and the quality of education sector expenditure of 3.484, which is greater than the critical value. Hence, the null hypothesis should be rejected, and H2 is accepted. It can be concluded that the oversight function of the DPRD has a significant positive effect on the quality of education sector expenditure, with a determination coefficient R<sup>2</sup> of 0.500.

The third hypothesis indicates a robust path coefficient score of the quality of education sector expenditure on the educational performance of 8.741, which is above the critical value. Thus, it is necessary to reject the null hypothesis and accept H3. It can be concluded that the quality of education sector expenditure has a significant positive effect on educational performance, with a coefficient of determination R<sup>2</sup> of 0.688. The fourth hypothesis shows that the path coefficient score of the regional heads' commitment to educational performance through the quality of education sector expenditure is 3.446, which is higher than the critical value. Thus, it is decided to reject the null hypothesis and accept H4. It can be concluded that the commitment of regional heads has a significant positive effect on educational performance through the quality of education sector spending, with a determination coefficient R<sup>2</sup> of 0.5457.

The last hypothesis test generated the path coefficient score of the DPRD oversight function against educational performance through the quality of education sector expenditure of 2.056, which is higher than the critical value. Thus, the null hypothesis is rejected, and H5 is accepted. It can be concluded that the oversight function of the DPRD has a significant and positive effect on educational performance indirectly through the quality of education sector expenditure, with a coefficient of determination R<sup>2</sup> of 0.964.

## **DISCUSSION**

### **Influence of Regional Heads' Commitment on Quality of Education Sector Expenditure**

Based on the hypothesis test result, the commitment of regional heads has a positive effect on the quality of education sector expenditure with a coefficient of determination of 0.299. The existence of this positive effect is due to the regional heads' authority over the planning and implementation of APBD in accordance with laws. According to Law Number 17 of 2003 concerning state finance, the President delegates regional financial management powers to regional heads to plan, budget, implement, manage, and prepare a financial report as a manifestation of their accountability for regional budget implementation. The commitment of regional heads to allocate sufficient budgets and personnel in the education sector in accordance with the provisions and for the best interests of their regions is crucial in improving the quality of education sector spending.

Furthermore, according to this research, several indicators have strengthened the influence of regional heads' commitment to the quality of education sector expenditure, such as delegation of authority and responsibility to subordinates; the setting of performance targets for all teaching personnel, and evaluation of their achievements; and efforts to improve the capacity and competency of relevant education personnel. This supports the research of Babatunde (2015), where leaders influenced the management of public spending. Andrews & Boyne (2010) further explained that a good public management system optimizes leaders' managerial capacity to improve local governments' performance through the integration of effective leadership.

Budget allocation for the education sector in the APBD continues to increase to meet the mandatory 20 percent of the APBD's portion. However, from 2015 to 2019, the majority of local governments were still dependent on transferred funds from the central government to meet the requirement of their education sector budget provisions. This indicates a limitation for the regional heads to exercise their commitment to improving the quality of education sector spending.

### **Effect of DPRD Oversight Function on Quality of Education Sector Expenditure**

The hypothesis test result shows that the DPRD's oversight function has a positive effect on the quality of education sector spending with a coefficient of determination of 0.50. This influence shows empirically that the better the DPRD's oversight functions, the better the quality of local government spending. The oversight function of the DPRD starts at the ex-ante stage during the drafting of the APBD. The DPRD is involved in every stage of the planning of local government programs/activities, including education programs, by providing recommendations and insights for improvement to the regional government's budget proposal. The ex-post oversight function of the DPRD is exercised through the efforts of the DPRD by actively overseeing the implementation of the programs/activities, particularly in education, and in evaluating the implementation of these programs/activities. The essential roles of the DPRD in ex-ante and ex-post oversight are inseparable from the existence of a sufficient role of the supporting legislative structure, such as the commission, which includes the education commission and the parliament's budget agency. The positive relationship between the dimensions of the DPRD's oversight function and the quality of education spending is manifested in, among other things, the timeliness of budget approval and the approval of local government's financial and accountability reports, including financial and accounting reports about education sector programs/activities. The result of this study is consistent with those by Staphenurst (2011), who argued that legislature function in the budgeting process is a tool to control government activities in accordance with the necessity for activities approved by the people's representatives.

This study, however, discloses two aspects of the quality of education sector expenditure that still need to be improved by the local governments: budget proportion for capital expenditure and subvention allocations in the education sector. Both issues, if addressed properly through the oversight function of the DPRD, especially at the ex-ante stage during the APBD drafting processes, could resolve the inequitable distribution problems of

school infrastructure and education personnel throughout the region while simultaneously providing equal opportunities to economically disadvantaged students to obtain a proper education.

#### Influence of Quality of Education Sector Expenditure on Educational Performance

The hypothesis test result indicates that the quality of education sector spending has a positive effect on educational performance with a coefficient of determination of 0.688. This result is in line with previous studies that explain a positive relationship between government spending and performance (Ebi and Ubi, 2017; Rajkumar and Swaroop, 2008; Wahaba et al.: 2018, pp. 32-65).

Particularly in the education sector, Wardhani et al. (2017) found that education sector expenditure improves the performance of education in the current year and for a few years going forward. This was mainly due to the timeliness of APBD approval and proper distribution of authorities in education services delivery between the central, provincial, and district or municipal governments. Those two aspects have helped local governments to increase the conformity of local government education programs/activities to be in line with national education service standards, particularly in the application of the curriculum, utilization of teaching materials, implementation of teaching methods, and in-classroom teaching sufficiency.

However, the result of testing this hypothesis also indicates the need for efforts to increase the allocation of capital expenditures in the education sector to support the fulfillment of minimum educational infrastructure standards, including equal distribution of the school infrastructure throughout the region, that is expected to improve the quality of the teaching process. This, in turn, helps students to increase their performance—i.e., an improvement on average national exam scores and student achievements at national and international levels.

#### Effect of Regional Heads' Commitment to Educational Performance through Quality of Education Sector Expenditure

The test result of the fourth hypothesis shows that the commitment of regional heads has a positive effect with the total coefficient of determination of 0.546 percent on educational performance through the quality of education sector expenditure. This finding is consistent with previous studies by Andrews & Boyne (2010), Babatunde (2015), and Erlina & Muda (2017), which stated that the commitment of the regional head encourages the success of the program. Regional heads have a pivotal role in encouraging organizations to work harder and strive to achieve optimal performance.

Further analysis of respondents' answers to the questionnaire indicates that regional heads have sufficiently delegated authority and responsibility to subordinates in the form of targets, including evaluating the performance achievements of teaching personnel. Moreover, regional heads have provided an adequate budget for the development of the capacity and competency of educational personnel, especially teachers. This policy improves the quality of the spending, as capacity development of teachers is a priority of the local government; it also improves the quality of teaching delivery, according to the teaching methods and materials stipulated in the national standard.

In addition, the commitment of regional heads to increase the quality of education sector expenditure is still constrained by the uneven distribution of teachers in every sub-district, which is caused by the limited availability of teachers and the reluctance of teachers to be positioned in certain remote areas. This issue has lowered educational performance, particularly in regions that have larger areas with limited access.

#### Effect of DPRD Oversight Function on Educational Performance through Quality of Education Sector Expenditure

The test result of the fifth hypothesis indicates that DPRD's oversight function has a positive effect on educational performance through the quality of education sector expenditure with a coefficient of determination of 0.964. The test results for the direct influence of the DPRD's oversight function on educational performance only showed a magnitude of 0.520; however, the intervention of quality of education expenditure increased the indirect effect of DPRD's oversight function on educational performance by 0.444 (0.964 – 0.520). This shows that the influence of the DPRD is more intense if it engages comprehensively in determining the quality of the education expenditure budget in the ex-ante stage; actively and continuously scrutinizes budget execution activities in the ex-post stage, and provides insights and recommendations in the evaluation phase.

In the ex-ante stage, the role of DPRD's oversight to enhance educational performance through spending quality can still be increased through DPRD efforts to allocate more capital expenditure and subsidy to education. Increased capital spending is needed to provide adequate school facilities and infrastructure, while increased subsidy is expected to reduce the opportunity gap in obtaining an education, especially for underprivileged students.

This hypothesis result is in line with the research of Widajatun et al. (2020), which showed a positive relationship between the quality of council oversight and the performance of local governments. Other studies have also revealed that members of local parliament's understanding of the management of regional budgets had a positive impact on the quality of DPRD supervision (Winarna & Murni, 2007, pp. 136-152).

## **CONCLUSION**

The main result of this study highlights the large indirect influence of DPRD's oversight function on educational performance through the quality of education sector expenditure. Enhancing DPRD's oversight function throughout the budgeting cycle adds value to the quality of education sector spending and may simultaneously encourage better educational performance. This study also found a positive relationship between the commitment of regional heads and educational performance, both directly and indirectly, through the quality of education sector expenditure. Regional heads' commitment is manifested in the form of delegating authority and responsibility to subordinates, conducting training programs to increase the capacity and competency of education personnel, establishing performance targets to teaching personnel, and evaluating the achievement of performance targets.

However, three areas require more attention from the local governments. Firstly, the allocation of teaching staff is not yet optimal and evenly distributed, especially in remote areas. Secondly, there is the unequal distribution of school infrastructure and facilities throughout the region due to a lower proportion of educational capital expenditure compared to other types of expenditure. Thirdly, the budget allocation for subsidies and assistance in education to increase equal opportunities, especially for underprivileged students, has not been sufficient to drive improvement in the attainment of performance indicators in the education sector.

Our research suggests strengthening the local legislative role at the ex-ante stage to determine the budget priority of education, particularly in terms of allocating more budget to capital expenditure and subsidy to underprivileged students. More allocation of capital expenditure for school infrastructure and more allocation for subsidies or assistance for poorer students are some of the critical efforts required to boost the quality of education sector spending. In the ex-post phase, educational performance could be improved through inherent oversight activities during the implementation of educational programs and activities.

We also encourage further research to identify other factors that influence the performance of education in Indonesia. Such research will broaden our understanding of obstacles to the escalation of the education sector performance in Indonesia, especially at the regional level.

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## **BIODATA**

**I. YATUN:** Isma Yatun is a board member of the Audit Board of the Republic of Indonesia. She is also a former member of the Indonesian House of Representatives on the commission in charge of education sector. She has experience in local government financial management. She is currently a doctoral candidate of Accounting in Universitas Padjadjaran

**S. MULYANI:** Sri Mulyani is a Rector in Universitas Singaperbangsa Karawang. She has experienced more than 25 years in the field of information systems and good governance for the private, public, and sharia sector. She actively writes and gives consultations to analyze and design applied information systems, good governance, sharia finance, and others. She is currently the National Council Member of the Institute of Indonesia Chartered Accountants

**S. WINARNINGSIH:** Srihadi Winarningsih is a lecturer in the Accounting Department, Economic and Business Faculty, Universitas Padjadjaran. She finished her doctoral program in business management, focused on accounting studies from Universitas Padjadjaran. She has a specialization in Auditing

**C. SUKMADILAGA:** Citra Sukmadilaga is a lecturer in the Accounting Department, Economic and Business Faculty, Universitas Padjadjaran. He finished his doctoral program in finance from University Putra Jaya Malaysia. He has a specialization in Accounting and Finance

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### HRM and green innovation of manufacturing firms in Australia

*Gestión de recursos humanos e innovación ecológica de empresas manufactureras en Australia*

**UMAIR AHMED**

<https://orcid.org/0000-0001-9130-5210>

[umairahm@gmail.com](mailto:umairahm@gmail.com)

Business Administration Department, Arab Open University, Bahrain

**SOLEMAN MOZAMMEL**

<https://orcid.org/0000-0002-4904-6945>

[soleman.mozammel@aou.org.bh](mailto:soleman.mozammel@aou.org.bh)

Business Administration Department, Arab Open / University, Bahrain

**FAZLUZ ZAMAN**

<https://orcid.org/0000-0003-2948-1373>

[fazluzaman@gmail.com](mailto:fazluzaman@gmail.com)

Sessional Faculty, Central Queensland University, Australia

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#### ABSTRACT

Following the footsteps of resource-based view theory, the present study attempted to examine HRM and its impact on green innovation followed by the interplay of green transformational leadership. The study collected triadic data by using a survey questionnaire from 185 small and medium manufacturing firms in New South Wales, Australia. Results from the data analysis suggest that HRM prospects of green ability and motivation have a significant relationship with green innovation. Accordingly, the results also indicated a significant relationship between green transformational leadership and green innovation. Overall, the present research has advanced understanding of green GRM and green leadership to utilize personnel prospects to further green innovation effectively.

**Keywords:** Green Hrm, Green ability, green motivation, green transformational leadership, green innovation.

#### RESUMEN

Siguiendo los pasos de la teoría de la visión basada en recursos, el presente estudio intentó examinar la gestión de recursos humanos y su impacto en la innovación ecológica seguida de la interacción del liderazgo transformacional. Se recopilaron datos triádicos mediante el uso de un cuestionario a 185 pequeñas y medianas empresas manufactureras en Nueva Gales del Sur, Australia. Los resultados del análisis de datos sugieren que las perspectivas de la gestión de recursos humanos de capacidad y motivación ecológicas tienen una relación significativa con la innovación ecológica. En consecuencia, los resultados también indicaron una relación significativa entre el liderazgo transformacional verde y la innovación. En general, la presente investigación ha avanzado la comprensión del GRM verde y el liderazgo para utilizar las perspectivas del personal y promover la innovación verde de manera efectiva.

**Palabras clave:** Green Hrm, green ability, green motivation, green transformational leadership, green innovation.

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## **INTRODUCTION**

Innovation is the talk of the town across scholarly and corporate discussions. Organizations have understood and realized that businesses could no longer survive and sustain in the competitive world without focusing on the idea of innovation to bring effectiveness and efficiency to the business activities. Importantly, the global climatic conditions and scarcity of natural resources have made organizations not just become merely innovative but to become environmentally responsible. In other words, organizations are required to focus on green innovation. However, what could potentially be done to infuse green innovation and innovative green behaviors across the organization is a tricky question to respond to (Janszen: 2000). Scholars have outlined that employees can make a significant impact in facilitating organizations to be innovative (Kang & Lee: 2017, pp. 219-232), whereby leadership also has a significant role to play in this regard. In particular, transformational leaders have been termed more significant and effective in attaining organizational ends as they engage in inspiring individuals rather than forcing (Choi: 2016). Hence, one can assert that green transformational leadership will be more effective in furthering behaviors that would cause green innovation.

Accordingly, to boost employee behaviors and outcomes, HRM factors are also reported to play a considerable role (Alfes et al.: 2013, pp. 330-351), and scholars have indicated that some organizations fail to become innovative because of the lack of ability and motivation among the employees in doing so (Singh et al.: 2020) and hence, the same could be perceived when it comes to green prospects respectively. Henceforth, the present study attempted to examine some crucial relationships how green HRM factors can influence green innovation and how leadership can interplay with relationships to buffer green innovation.

## **METHODOLOGY**

Green HRM emerged as a result of the rise in the green movement, 'which caters to four basic principles that include sustainability, environmentalism, non-violence, and social justice (Mozammel: 2019, pp. 2632-7686). Green prospects are generally gaining much appreciation (Umrani et al.: 2020, pp. 50-60). Green HRM primarily caters to a major internal set of activities whereby the personnel authorities work alongside top management to bring people-related processes and practices that are environment-friendly. Hence, it could be said that green HRM showcases environmental protection and concerns of the business. Scholarly studies have reported the significance of HRM in general (Ahmed & Ogalo: 2019, pp. 1-15) and also stated the promising role of green HRM on innovation in production (Singh et al.: 2020). Here, a lot of debates have been underlined from the literature that suggests that amongst all HR factors, the prime element in this prospect is that organizations to take efforts in hiring the right people with right environmental values, through following green procedures and once those employees join, are given green training to enhance green skills and given opportunity to apply their green skills (green ability). Following this, once the employees deploy green skills and knowledge at work, the second important HRM practice is to ensure it records their environmental practices, appraises their performance accordingly, and rewards them for acquiring certain green behaviors (green motivation) (Singh et al.: 2020). Hence the present study tested the following:

H1: Green ability will be positively related to green innovation.

H2: Green motivation will be positively related to green innovation

Transformational leaders have been found significant in inspiring people that ignites the passion for doing more than the mere job description. Transformational leaders help shape desired behaviors through exemplary guidance and support. Leaders with transformation styles have been termed significant for both in-role and extra-role behaviors and outcomes. This is because transformational leaders work to stimulate energy among employees by inspiring them. Such leaders behave with an exemplary approach which motivates people to follow them and act accordingly (Çekmecelioğlu & Özbağ: 2016, pp. 243-249). studies have

indicated significant results of transformational leadership (Atmojo: 2015), and the same goes for green behaviors and outcomes (Mittal & Dhar: 2016, pp. 118-127). These studies have concluded that when a leader focuses on a green approach and persona, it can harness green culture and behaviors among employees. In addition to that, green transformation leadership can also help buffer the utilization of green prospects to further green outcomes such as green innovation (Chen et al.: 2012, pp. 368-398; Singh et al.: 2020). This hence led us to assume that green transformational leadership may also help boost the capitalization of green HRM resources to further green innovation. Therefore, we tested the following:

H3: Green transformation leadership will be positively related to green innovation

H4: Green transformation leadership will moderate the relationship between green ability and green innovation

H5: Green transformation leadership will moderate the relationship between green motivation and green innovation.

## RESULTS

The study sampled manufacturing firms in the New South Wales region of Australia. A total of 185 small and medium manufacturing enterprises (SMEs) were targeted. Following the footsteps of Singh et al. (Singh et al.: 2020), one of the co-authors visited the firms to distribute and collect the questionnaires. Therein, the Chief operating officers and Chief technical officers were taken to respond to questions about green transformational leadership and HR managers and production managers for green HRM and green innovation factors, respectively. In total, 185 triads of respondents were taken in the present study.

A 6-item scale by Chen and Chang (Chen & Chang: 2013, pp. 107-119) was adapted to examine green transformational leadership. Accordingly, Renwick et al. (Renwick et al.: 2013, pp. 1-14) was considered for green HRM whereby green motivation and green ability were considered. Lastly, innovation, the present study focused on the green production innovation whereby Chen et al. (Chen et al.: 2006, pp. 331-339) four-item scale was adapted. A 7-point Likert scale was used where the respondents rated between strongly disagree (1) to strongly agree (7).

Structural equation modeling using smart PLS 2.0 M3 was used to analyze the data. This technique has been actively used for studies across the globe (Kura et al.: 2019, pp. 472-488). The study followed the two-stage process whereby the most was in connection to its internal consistency reliability, discriminant and convergent validity following the recommendation of Henseler et al. (Henseler et al.: 2009, pp. 277-319) in the first place. In the second stage, the significance of the path coefficients was evaluated.

Pertaining to the assessment of the psychometric properties of the model, the study examined the outer loadings for each of the items to confirm individual item reliability. According to prominent scholars (Leal-Rodríguez et al.: 2015, pp. 803-809; Suarez et al.: 2016, pp. 532-542), loading equal to or greater than 0.70 are considered more reliable and thus, expresses data quality. Table 1 and Figure 1 shows that all item loadings met the recommended threshold except one item from green transformational leadership, which was omitted. Accordingly, composite reliability scores were examined for each of the constructs to ensure the internal consistency reliability of the model. The recommended threshold for CR scores is 0.70 and above. Table 1 shows that all the constructs achieved scores higher than the suggested threshold hence achieving significant internal consistency reliability. In parallel, convergent validity was also examined by assessing the AVE scores for which the suggested threshold is 0.50 and above. The study also achieves considerable convergent validity, as indicated in table 1, whereby AVE scores met the recommended threshold.

**Table 1:** Loading, Average Variance Extracted, Composite Reliability and R-Square

<b>Construct</b>	<b>Loading</b>	<b>AVE</b>	<b>Composite Reliability</b>	<b>R<sup>2</sup></b>
Green Motivation		0.685428	0.91578	
	0.839332			
	0.868144			
	0.848758			
	0.816793			
	0.762525			
Green Ability		0.675845	0.925838	
	0.758058			
	0.805062			
	0.859642			
	0.843926			
	0.861151			
	0.799699			
Green Product Innovation		0.672612	0.8911	0.404205
	0.75259			
	0.781659			
	0.886884			
	0.852351			
Green Transformational Leadership		0.661493	0.907014	
	0.769941			
	0.801622			
	0.844353			
	0.85793			
	0.789354			

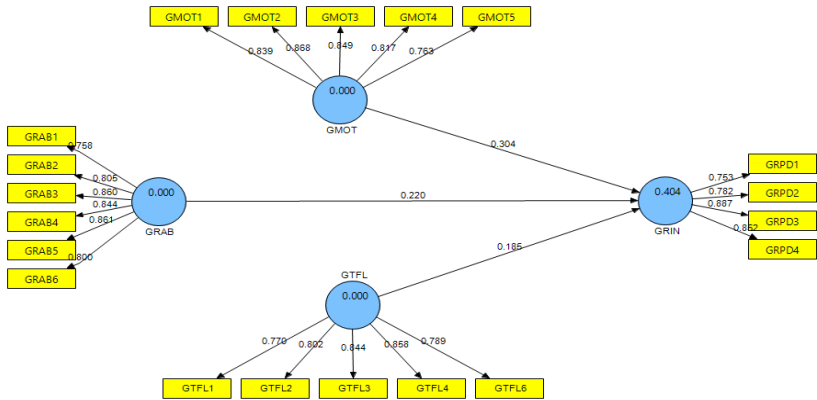


Figure 1: Measurement Model

Scholars have recommended the confirmation of discriminant validity for the holistic assessment of the psychometric properties of the conceptual model. Therein, Fornell and Larcker (Fornell & Larcker: 1981, pp. 39-50) have suggested that the AVE scores for each construct should be greater than 0.50, following which, there should be an assessment done in terms of the square root of these scores against the reflective loadings of other constructs in the cross-loadings table. Here, the square root scores should result in greater value in comparison. Table 2, in this regard, indicates that the model has attained significant discriminant validity as well, thus, fulfilling the assessment criterion of the measurement model stage. The scores have ranged between 0.8133 and 0.8279.

Table 2: Discriminant Validity

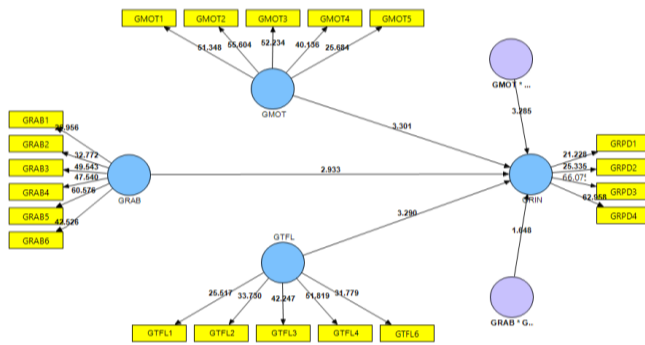
Construct	GMOT	GRAB	GRIN	GTFL
GMOT	<b>0.8279</b>			
GRAB	0.7570	<b>0.8220</b>		
GRIN	0.5900	0.5748	<b>0.8201</b>	
GTFL	0.6406	0.6682	0.5277	<b>0.8133</b>

Note: BOLD values are the square root of each construct.

Upon the confirmation of the measurement model, the present study moved to the next stage of analysis whereby, the PLS path model was confirmed. Following the assertions of Haier et al. (2016), the present study tested the direct and moderating links as hypothesized in the study. Through applying bootstrapping procedures with 5000 bootstraps on the sample of 281 cases, figure 2 and table 3 shows that green ability resulted in a significant positive relationship with green innovation ( $\beta = 0.236$ ;  $t = 2.933$ ) hence accepting hypothesis 1. Accordingly, the present study also confirmed the second hypothesized relationship between green motivation and green innovation ( $\beta = 0.241$ ;  $t = 3.300$ ). In parallel, green transformational leadership also posed a significant positive impact on green innovation ( $\beta = 0.198$ ;  $t = 3.289$ ), thus confirming hypothesis 3. Notably, the green transformational leadership also moderated green motivation-green innovation ( $\beta = 0.274$ ;  $3.285$ ) and green ability-green innovation ( $\beta = 0.151$ ;  $t = 1.647$ ) relationships consequently, confirming hypothesis 4 and 5.

**Table 3: Hypothesis Results**

Hypothesis	Beta	Std Error	t-value
GMOT -> GRIN	0.241	0.073	3.300
GTFL -> GRIN	0.198	0.060	3.289
GRAB -> GRIN	0.236	0.080	2.933
GRAB * GTFL -> GRIN	0.151	0.091	1.647
GMOT * GTFL -> GRIN	0.274	0.083	3.285



**Figure 2: Structural Model**

## DISCUSSION

The present study has worked to empirically test noteworthy relationships to help understand innovation and green HR enthusiasts. Based on the explanations of past studies (Singh et al.: 2020), green HR prospects can enhance green behavior. Keeping these arguments in view, the current study tested and found a promising role of green motivation towards harnessing green innovation. This, hence asserts that when an organization offers performance appraisal that caters to the appreciation of green efforts, includes progress on environmental activities, rewards environmental management in and outside the business, and rewards employees for acquiring environmental competencies, it significantly enhances their green innovation. Accordingly, when an organization hires people with environmental concerns, focuses on green staffing processes, provides mandatory environmental training, and provides a conducive work environment to practice green knowledge and skills learned from training, it also results in enhancing green innovation. In other words, these efforts improve employees' contribution in terms of efforts to produce less pollution, consume less energy and resources in their work, and take initiatives to design environmentally friendly products that are easy to recycle simultaneously. The study has advanced literature on the topic (Dranev et al.: 2020, pp. 676-691). These results hence imply that organizations should invest in green HR practices to benefit in the shape of environmental management and product innovation with efficient usage of resources (Singh et al.: 2020).

Likewise, green transformational leaders can also help boost green innovation since they inspire individuals with their green environmental plans, provide a clear environmental vision, and makes employees passionate

about environmental goals, and, above all, encourages employees to think and share green ideas and practices. This forwards alignment to the empirical assertions of Chen and Chang (Chen and Chang: 2013, pp. 107-119) and Zhou et al. (Zhou et al.: 2018, p. 3206). The results, therefore, imply similar to the general significance of transformation leadership towards notable employee behaviors and outcomes (Jiang et al.: 2017, p. 1567), when leaders inspire with green behaviors, it also boosts employees to behave accordingly, thus resulting in green innovation. Henceforth, there are brighter opportunities for transformational style leaders to become effective in green prospects simultaneously.

Notably, the present study found a major scholarly gap and therefore attempted to test the moderation of green transformation leadership on the green HRM factors and green innovation. The study reported significant moderation of green transformation leadership on green motivation and green ability's relationship with green innovation. Hence, it suggests that when organizations have leaders who inspire green initiatives, goals, vision, and facilities employees accordingly, it results in employees becoming more capable of capitalizing on the green motivation and green ability acquiring at the workplace to enhance green innovation. The authors could not trace any studies outlining the moderating potential of green transformational leadership. Hence, the present study forwards notable results for leadership and environmental enthusiasts. Transformational leaders have a great deal of potential to influence individuals and in shaping the desired behaviors (Hackett et al.: 2018, pp. 617-644). This implies for organizations to consider developing green competence across the top leadership to infuse green behaviors among the employees.

## **CONCLUSION**

The present study has forwarded several implications for practice. The findings suggest organizations strive for green innovation through developing green HR practices. Herein, a lot has to do with organizational policies (Ahmad: 2015) and the development of green culture in totality to develop a sense of green innovation across the business. On a practical note, the findings also imply manufacturing firms to consider looking into practices that could help them boost and/or strengthen these relationships. Strategically, the development of supportive culture (Gürlek & Tuna: 2018, pp. 467-491) in this regard would be much needed to ensure the maintenance of green HR, green leadership, and green innovation to sustain. This would also be essential for them to remain competitive in the long run.

Several points for scholars to consider in the future can be underlined. At first, the present study was conducted in the manufacturing sector in the manufacturing sector of New South Wales, Australia. This hence limits the generalization of the results. Therefore, future studies are suggested to consider looking into other regions and/or other sectors such as service businesses and so on. In parallel, the study sampled managerial staff members for the predictor variables and chief operating officers for the green transformational leadership variable. Future studies may consider broadening the sample and target population to bring in views of non-managerial employees as well. The study also suggests considering testing the mediating effect of green transformational leadership, and others may also consider investigating the vitality of other leadership styles across diverse business sectors.



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## BIODATA

**UMAIR AHMED:** educationist with a doctorate in human resource management. His area of specialization in research is general HRM with a particular focus on employee well-being. Dr. Umair has a track record of publishing high impact scholarly work in journals of repute. Besides, he has also authored several book chapters. Recently, Dr. Umair also published a book on training and development. He also holds intellectual property rights of the 'engagement strategy framework' which he developed to help organizational scholars and practitioners effectively categorize and examine factors that can influence employees' work engagement. He is also Co-founder and lead trainer of the Institute for Professional and Academic Development (IPAD) that offers soft skills training for academicians and corporate professionals. Currently, he is serving as Assistant Professor of Business Administration and Vice Chair Scientific Research Council at Arab Open University Bahrain.

**SOLEMAN MOZAMMEL:** has a long-tenured and colorful career both in academia and in the corporate sector. Currently, he is an academician working as a faculty of business at Arab Open University in Bahrain. He has also fulfilled academic leadership roles as Director of Quality Assurance as well as most recently Chair of Scientific Research Council (SRC) at HEIs in Bahrain. His area of expertise is HRM (particularly transformational leadership, employee engagement, and motivation). Since completion of Ph.D., Dr. Soleman has significantly contributed to scholarly publications in numerous high impact journals. He has also contributed chapters in two management books. Apart from academic career, Dr. Soleman also enjoyed a rewarding corporate career in the Canadian banking sector for over ten years and won many awards. Apart from academia, Dr. Soleman is also highly regarded for his dynamic entrepreneurship skills as a financial/management consultant.

**FAZLUZ ZAMAN:** is an academician, curriculum, and quality assurance specialist with a doctorate in Workplace Health and Safety. His areas of specialization in research are competency-based assessment, workplace health, and safety, HRM, and marketing area. Dr. Zaman has a publishing sequence of scholarly work in journals and conferences of repute. In addition, he has also jointly authored a book on corporate governance. He is also engaged with facilitating vocational education and training curriculum and compliance training for trainers and assessors. Currently, he is engaging as a casual academician in various universities in Sydney campuses i.e., Federation University Australia, Central Queensland University, Edith Cowan University, and Academies Australasia Polytechnic.

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### Work stress management model through digital humor

*Modelo de gestión para el estrés laboral a través del humor digital*

**MISNAL MUNIR**

<https://orcid.org/0000-0001-5453-9317>

[misnalmunir@ugm.ac.id](mailto:misnalmunir@ugm.ac.id)

University of Gadjah Mada, Yogyakarta, Indonesia

**AMALIYAH**

<https://orcid.org/0000-0001-5850-826X>

[amalyahasad@gmail.com](mailto:amalyahasad@gmail.com)

University of Trilogi, Jakarta, Indonesia

**MOSES GLORINO RUMAMBO PANDIN**

<https://orcid.org/0000-0002-8053-3215>

[moses.glorino@fib.unair.ac.id](mailto:moses.glorino@fib.unair.ac.id)

University of Airlangga, Surabaya, Indonesia

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#### ABSTRACT

This study aims to manage stress through digital humor in an effort to improve the quality of work life. The research method uses a quantitative approach. Respondents are members of the WhatsApp Indonesian Lecturer Community group with a total of 120 people. The work stress that a teacher feels is quite high, that is, when a teacher is more intense in the use of humor in digital media, in the middle of his work schedule, the work stress that he feels will actually increase, then the perceived quality of work life will actually decrease. But in this study it was not possible to verify that the work stress variable is significantly related to the influence of digital humor on the quality of work life.

**Keywords:** Digital humor, quality work life, work Stress.

#### RESUMEN

Este estudio tiene como objetivo gestionar el estrés a través del humor digital en un esfuerzo por mejorar la calidad de vida laboral. El método de investigación utiliza un enfoque cuantitativo. Los encuestados son miembros del grupo WhatsApp Indonesian Lecturer Community con un total de 120 personas. El estrés laboral que siente un profesor es bastante alto, es decir, un profesor cuando es más intenso en la utilización del humor en los medios digitales, en medio de su horario de trabajo, el estrés laboral que se siente en realidad aumentará, entonces la calidad de vida laboral percibida realmente disminuirá. Pero en este estudio no se pudo comprobar que la variable de estrés laboral este relacionada significativamente con la influencia del humor digital en la calidad de vida laboral.

**Palabras clave:** Calidad de vida laboral, estrés laboral, humor digital.

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## INTRODUCTION

Human Resources in the world of education are also required to give their best performance, one of which is the world of education at the tertiary level where the teaching staff, namely lecturers, always interacts with the state of their work, both in internal and external tasks such as the wider community, government and other task activities (Budawati, 2016).

The hefty demands of the Lecturer task can cause stress if they are unable to adapt between desires and existing realities, both inside and outside of themselves. All forms of stress are basically caused by a lack of understanding of human's own limitations. It is this inability to fight against limitations that creates frustration, conflict, anxiety and guilt. Stress is a condition of tension that creates physical balance, which affects emotions, thought processes and the condition of an employee. Too much stress can threaten a person's ability to cope with the environment. As a result, employees develop various kinds of stress symptoms that can interfere with their work performance (Budawati, 2016).

The perception that arises about every task that is accepted and that must be done is that the task is very heavy; lack of the resources needed to carry out the assigned duties and responsibilities; or do not have enough ability to be able to achieve the expected results. When such feelings arise in a person, it can be said that the person is experiencing work stress.

Various attempts were made to be able to manage, reduce or avoid stress, one of which is by enjoying humor (Reyes, 2012). The perception that appears every time you hear the term humor cannot be separated from something that is considered funny, fun, and entertaining. Besides having these characteristics, humor also actually has a positive impact, which is able to encourage the emergence of positive emotions (Collum et al., 2011) and improve human health (Samson et al., 2008).

Torreta (2014) states that humor is mechanism coping a powerful to reduce work stress. With regard to the relationship between humor and job stress, Collum et al. (2011) in their research found that the use of comedy videos that contain humor can actually reduce levels of anxiety and stress in workers. Wijaya (2017) found specifically that superiority and self-defeating humor actually increase stress, while humor affiliative can reduce it.

Along with the development of communication and information technology, then humor that was previously spread through conventional means, such as with television intermediaries, in stage shows, or in forums that are formal or informal, so now humor can also be disseminated through the media on line. The digital media makes it easier for each individual to spread and accept humor in various forms, both in the form of interactive humor, funny photos, manipulations, phanimation, celebrity soundboards, and PowerPoint humor (Shifman, 2007).

WhatsApp is one of the media online that is widely used by people to communicate and interact with one another in the digital world. In practice, the use of WhatsApp is not only for non-formal social communication, but also for work purposes. On the one hand, the existence of WhatsApp encourages work-related communication to be more effective and efficient, but on the other hand there is also a negative impact that is felt, where delegation of tasks or work-related conversations is carried out without knowing the time. This phenomenon is also experienced by lecturers who are members of the group WhatsApp Indonesian Lecturers Community.

When this happens continuously, the lecturers feel that they don't have enough time to rest and be free from various work demands. Aware of this, the lecturers who are members of the group WhatsApp Indonesian Lecturer Community also try to reduce the work pressure that is felt by often sharing funny content in the group WhatsApp. Thus, WhatsApp is not only used for the sake of social communication and work, but also as a place to share humor.

The relationship between digital humor and work stress is important to be re-examined considering work stress has a relationship with quality of work life (QWL) (Ramya & Poornachandran, 2017) and work stress can be influenced by humor (Collum et al., 2011; Wijaya, 2017). QWL is defined by Kossen (1986) as thoughts

or opinions held by employees regarding the state of the work environment and the experience gained while carrying out work in a company.

## **LITERATURE REVIEW**

### **Symbolic Interaction**

Theory of symbolic interaction was developed based on the thought of George Herbert Mead (1863-1931) into two streams, namely the flow of Chicago and Iowa. The Chicago school with its pioneer Herbert Blumer (1962) uses a qualitative approach to understand the concept of social interaction with human main actors who have positive characteristics in the form of the ability to innovate, think and act creatively, and be able to adapt to uncertain circumstances. Humans are part of a society that is having a social process (Ahmadi, 2005).

The second stream, namely Iowa with its pioneer Manford Kuhn emphasizes the position of the individual as the main capital for social interaction through his tendency to think, behave, and behave based on self-concept. In other words, interaction between individuals is a form of self-concept expression to achieve a social goal through representative symbols of this self-concept (Ahmadi, 2005).

Symbolic interaction theory is formed by three basic concepts, namely Mind, Self, and Society (Ardianto et al., 2007).

Mind if translated freely means mind, is part of individuals who experience development along with the increased social interaction through. Thoughts are the result of social interaction, which allows individuals to have various responses to the symbols they receive, and is able to become the basis for the creation of symbols by the individual.

Self is a concept that is a fundamental differentiator between humans and animals. The concept of self refers to the ability of humans to control and evaluate their thoughts, attitudes and behavior. Based on this concept, the individual will be able to choose the symbols that are considered the most appropriate to represent himself, as well as be able to interpret the symbols that are accepted in the social interactions that they pass.

Society is a concept that has a broad scope and is the basis for the concept of mind and self.

### **Job Stress**

Robbins & Judge (2015) states that work stress arises as a result of conflicts between individuals, both physically and psychologically, with conditions or problems encountered in carrying out work activities. The situation or problem can be related to work demands, opportunities that must be utilized, or related to the condition of resources needed to carry out productive activities. Gibson et al. (1993) states the same thing, that work stress is a form of reaction to the individual that arises because of demands from the work environment that do not have compatibility with the physical or mental capabilities of the individual.

Mangkunegara (2008) specifically states that job stress is something that many employees who work at a company experience, which have an impact, either directly or indirectly, on the employee's attitudes, feelings, thoughts, and behavior. The higher the work stress, the more unstable feelings or emotions, the more negative attitudes and behaviors, and the more tense the mind is filled with anxiety.

According to Hariyono (2004), job stress arises due to one's inability to cope with conditions or problems encountered at work. Employees who experience work stress will become less productive and tend to not be able to develop properly in accordance with the demands of the company. The employee will even have difficulty interacting with various important aspects of his job, including with colleagues, supervisors or supervisors, or with company relationships or customers.

Job stress can be measured using two dimensions, namely (Cohen & Williamson, 1988): Perceived helplessness is a feeling that an individual has that he does not have control over the surrounding environment, so that the individual is in an uncomfortable, unmotivated, and emotional state.

Perceived self-efficacy is a feeling that is opposite to perceived helplessness in which individuals have a strong belief in the ability of oneself to do various things that are desired to achieve certain goals.

### **Coping Stress through Humor**

Individual efforts to deal with stress are commonly known as coping. This means that the strategies undertaken by individuals cannot be considered better than other individuals. The effectiveness of a coping strategy is only determined by its impact in a specific situation and its impact in the long term. There are many ways to coping with existing stress, both those that focus on the problem, emotions, or how to assess a condition. The means used for coping also vary, one of which is stress coping using humor.

Some proverbs that are widely known states that "laughter is the best medicine". According to Markman (2017), a cognitive scientist from the University of Texas, humor can affect the way a person sees problems and reduce stress experienced. The view that humor has positive benefits in dealing with stress is in line with the results of several studies that have been conducted, which show that individuals with good sense of humor and using it as a coping strategy will be better able to deal with stresses that hit and adjust (Wu & Chan, 2013; Overholser, in Martin, 2007).

However, the use of humor as a coping strategy is not always beneficial. According to Markman (2017), improper use of humor, such as making oneself or another person a joke can make others have a negative view and reduce social support, which can impact on higher stress levels. In addition, the use of humor as a coping strategy is also not universal. For example, in China, humor is seen as dishonorable. This is due to the culture adopted, so individuals must continue to maintain behavior in accordance with polite and polite ethics (Yue, 2010). The data above are some of the results of research that are inconsistent with the results of research which show the positive impact of using humor as a coping strategy.

### **The Humor Style Model**

Kuiper (2012) has the concept that a sense of humor is a characteristic of individual diversity that involves four main styles, namely, affiliative, self enhancing, aggressive, and self-defeating humor. Both Humor styles affiliative and self-enhancing generally touch on the positive or adaptive aspects of the sense of humor; whereas aggressive and self-defeating styles generally touch on negative or maladaptive aspects of the person.

Martin et al. (2003) & Oktug (2017) further explain four characteristics of humor, including:

Affiliative is humor or jokes created to encourage increased relationships between individuals. The characteristics of humor include non-offensive, tolerant, cheerful, containing positive emotions, and maintaining self-esteem.

Self-enhancing is humor that aims to defend oneself to avoid negative or nonconductive situations that have the potential to harm oneself. The characteristics of humor include being open, maintaining self-esteem, psychologically healthy, and focusing on internal psychological aspects.

Aggressive is humor that is carried out without regard to its impact on others by saying funny words that actually have the potential to hurt or hurt the feelings of others. The characteristics of this humor include sarcasm, tease, and ridicule, condescend, and insult. This humor is also closely related to situations of anger, aggression, harm, and neuroticism.

Self-defeating is humor that is done by humbling oneself to create jokes for others. This humor is characterized by a form of defensiveness or refusal to cover up negative feelings. Humor is related to emotional needs, avoidance, low self-esteem, and anxiety

### **Digital Humor**

Humor is a term that is often used in everyday life to describe something that is funny and entertaining. The definition of humor mentioned by Reyes et al. (2012) as "the presence of amusing effects, such as laughter or well-being sensations", that is, humor is something that can create confusing effects, which can

make people laugh or feel happy sensations. A similar definition of humor was stated by Martin (2003), that humor is a construct that has many dimensions, which mainly has the ability to present feelings of pleasure to oneself and others. Humor can come from a certain pattern of behavior or attitude from someone, which is generally used to build social relationships.

In accordance with the increasingly rapid development of communication and information technology, humor that was originally created and delivered through conventional means, such as being staged on the stage, aired on television stations, or delivered in direct interaction between individuals, both in formal and informal settings. At this time, it can also be conveyed using various types of online media, so that people can more easily accept various types of humor and consume them as a means to release tension or stress caused by various problems encountered in daily life or at work. The digital world in addition to making the spread of humor easier and wider, also causes the development of forms of humor to become more varied. According to Shifman (2007), interactive humor in the form of text contains funny words that require the active participation of the humor recipient to do certain things rather than just reading, listening, or seeing.

1. Funny Photos are photos that display a funny message, which are generally often presented with a funny text that provides additional descriptions.
2. Maniphotos are photos that are manipulated by combining them with other photos to create a funny or weird impression.
3. Phanimation is a moving or animated version of maniphotos.
4. Celebrity Soundboards are digital collections of film and/or voice clips that appear on television or radio owned by actors, which are intentionally quoted in the form of sound clips or short videos containing funny or strange messages.
5. PowerPoint Humor is funny text or images presented in the form of a presentation PowerPoint.

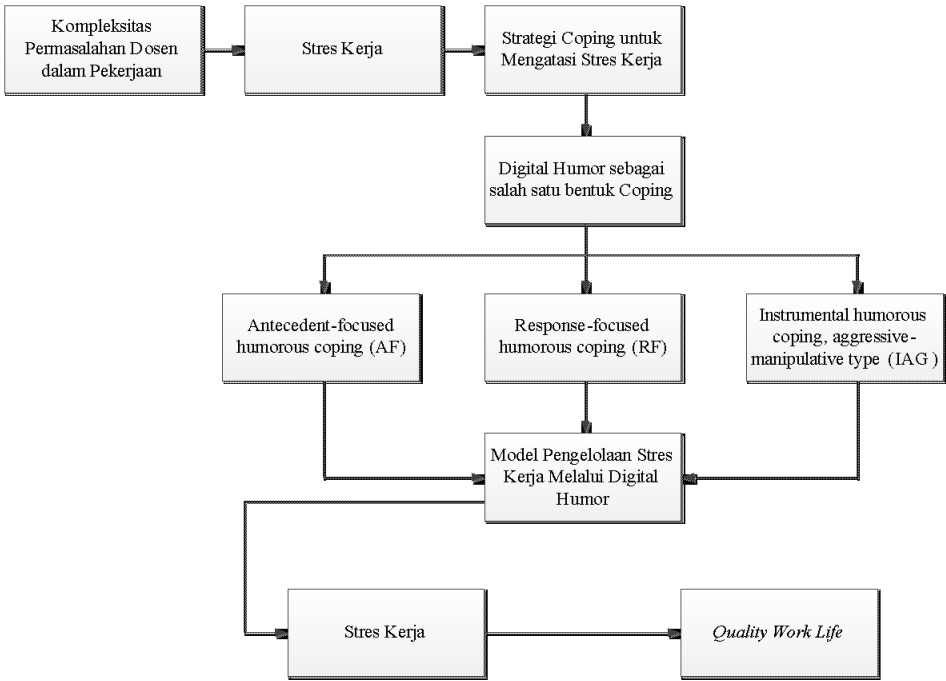
### Quality Work Life

Luthans (2011) provides a more specific meaning, that QWL is "... a concern about the impact of work on people and organizational effectiveness combined with an emphasis on participation in problem solving and decision making", that is, QWL is related with the impact of work on individuals and also related to organizational effectiveness which is supported by an emphasis on participation in problem solving and decision making. In essence, Luthans (2011) defines QWL as an individual perception of organizational employees on the active role of the organization in meeting the various needs of employees, and positions employees as an integral part that is recognized as important by the organization.

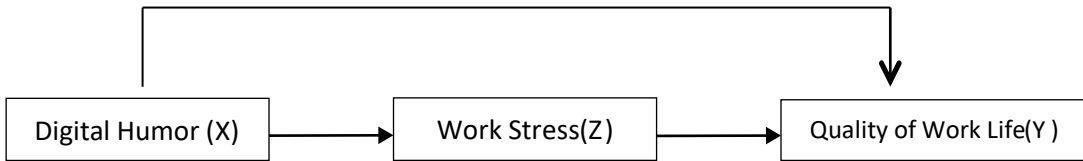
Specifically, Wirawan (2015) mentions eight efforts that companies can make to create QWL, namely:

1. Providing adequate and fair compensation.
2. Creating safe and healthy work procedures.
3. Facilitating HR development needs.
4. Providing guarantees to career development and security of positions for HR.
5. Creating social environments that is conducive to create organizational norms that guarantee individual rights.
6. Increase work effectiveness and efficiency to provide a balance to employee life, namely between work and personal life.
7. Creating a connection between all elements of the company and the social environment outside the company.
8. Quality of Work Life (QWL) can be measured using four dimensions, namely (Wirawan, 2015):
  - 8.1. The level of employee involvement in problem solving
  - 8.2. The formulation of compensation is constantly developing.
  - 8.3. Restructuring of work
  - 8.4. Improving the work environment





Thinking Framework



### Analysis Model

In accordance with the analysis model above, the hypotheses developed in this study are:

**Hypothesis 1:** Digital Humor has a significant direct effect on Work Stress.

**Hypothesis 2:** Digital Humor has a significant direct effect on Quality of Work Life.

**Hypothesis 3:** Job Stress has a significant direct effect on Quality of Work Life.

**Hypothesis 4:** Digital Humor significant indirect effect on Quality of Work Life through the mediation of Work Stress.

### METHODOLOGY

This research is a causal type with a quantitative approach. In conducting this research, the respondents used to obtain the needed data were lecturers members of the WhatsApp group of Indonesian Lecturer Community. The total number of lecturers who are members of the WhatsApp group of Indonesian Lecturer Community and willing to be respondents in this study are as many as 120 people. While the sampling

technique is non-probabilistic with a simple random type, which in this technique anyone registered in the WhatsApp group is randomly selected, then contacted and sent a request to fill out an online questionnaire.

**RESULTS AND DISCUSSION**

**Table 1: Path Analysis Results**

		$\beta$	t	Sig.
Digital Humor (X)	→ Work Stress (Z)	$\beta_1 = 0.123$	3,682	0,000
Work Stress (Z)	→ Quality Work Life (Y)	$\beta_2 = 0.143$	1,702	0.091
Digital Humor (X)	→ Quality Work Life (Y)	$\beta_3 = -0.018$	0.554	0.581

**Table 2: Line coefficient Test Results Direct and Indirect Effects**

variable	coefficients Standardized	Significance Value
<b>Direct Impact</b>		
Digital Humor (X) → Quality Work Life (Y)	-0.018	0.581
<b>Indirect Influence</b>		
Digital Humor (X) → Stress working (Z) → Quality Work Life (Y)	0,018	

**Influence of digital Humor against Stress Work**

Based on test results, the variable digital humor has a tvalue of 3.682 with a significance value of 0.000, which is smaller than a critical value determined at 0.05.  $T_{value}$  obtained is positive, meaning that the impact that digital workplace humor to stress is the same direction and the significant value below a critical value indicates that the influence exerted is very real. This implies that if a lecturer is more intense in utilizing digital media of humor in between his busy work, the work stress will actually increase.

This can be due to high demands in the teaching profession that must be met almost at the same time such as making teaching materials, syllabus and lesson plans, fulfilling upgraded educational level, total credit points (KUM) and other tasks, making the lecturer profession workload quite dense. To be able to sort and choose priorities from the solid queue of tasks that must be completed, then at least a lecturer must have good time management to manage his rhythm and work time. When a lecturer allocates time to seriously work, when is the time for family and when is the time to joke with colleagues.

Generally, the problem is the factor of joking with colleagues. Because, on the sidelines of the lecturers working with high pressure, many of the lecturers eventually divert fatigue by opening the application WhatsApp on their cellphones, and then throwing small humor through the media to their fellow lecturers who are members of the WhatsApp group.

Because it is already concentrated to reciprocate digital humor exchanged in the WhatsApp group often a lecturer forgets time and the target of his work that has not been completed, not even closing the possibility because humor through WhatsApp media is done using memes, stickers, funny pictures and the words of satire, instead, cause new problems because it can offend other lecturers who have wrong perceptions of the humor material. Finally this is what the digital humor media is supposed to be a tool that can reduce work stress, instead the opposite is happening, namely work stress is getting higher because work is piling up because a lot of time is wasted and new problems arise between coworkers.

Therefore, a lecturer must be able to correctly understand whether he is experiencing work stress or not, so that before that happens protracted and eventually will have an impact on work productivity, then he must immediately find the most effective solution, not a temporary escape step to avoid these conditions.

### **Humor Digital Influence on the Quality of Work Life**

Based on test results, humor has a digital variable value of 0.018 with a significance value of 0.554 which is greater than the critical value determined namely 0.05.  $T_{\text{value}}$  obtained is negative meaning that the influence exerted by digital humor to the quality of work life is opposite the direction and the significant value above the critical value indicates that the influence exerted is unreal. This implies the meaning that if a lecturer is more intense in utilizing digital media humor in the midst of his busy work, the quality of work life perceived will actually decrease.

Workers who daily carry out various tasks and obligations which are the demands of their work will have a perception of their work life (Kossen, 1986). On the one hand, workers can feel that their work is a heavy burden and take up most of their time, while on the other hand, workers can also feel that their work is very important to themselves and must be taken care of despite having to do extra work. Two different perspectives of workers on their work life basically can still cause workers to experience work stress, namely when at a point where workers feel that what they get from their work is far below what is expected and is not commensurate with what has been done. In this situation, workers need entertainment to escape from increasing work pressure, namely by seeing, reading, or listening to humor.

But the opposite can happen if the humor that is done is not given restrictions and is based on ethics. These limits are like doing humor as necessary and not too often, because if too often will take up time and it will create an imbalance in his work life. Given that a lecturer is always active both at university and at home, because in the morning to evening he teaches, at home prepares material for tomorrow's subjects and on and on and vice versa.

So, if time management is not going well, or it is easier to say "too much joke (humor), rather than serious work," then this will potentially reduce the quality of work life. Moreover, if the humor offered is not based on ethics such as sending memes with harsh words, sending stickers that are not polite, then this can trigger new conflicts that will ultimately reduce the quality of work life as well.

### **Effect of Job Stress on the Quality of Work Life**

Based on test results, job stress variable has a value of  $t_{\text{count}}$  equal to 1.702 with a significance value of 0.091 which is greater than the critical value determined namely 0.05.  $T_{\text{value}}$  obtained is positive, meaning that the influence exerted by work stress on quality of work life is unidirectional and the significant value above the critical value indicates that the influence exerted unreal. This implies that the work stress felt by a lecturer is quite high, so the quality of work life owned by a lecturer will increase as well.

Generally, when workers feel stress, the perception they have of their work life will become increasingly negative, that their work tasks will become increasingly heavy and difficult to fulfill their targets, workers may also feel that the company's management has been unfair in deciding something, and less attention to the interests of workers. However, this is different from the findings in this study which coincidentally the research subjects are lecturers.

This can be caused by the high pressure on each lecturer over the workload given by his superiors, which actually motivates him to immediately find solutions in order to work effectively and efficiently. In the end, lecturers can create small groups or teams to complete their work, so that the work that initially feels heavy because it is carried on by themselves, will feel lighter because it can be done by sharing with the team.

Although still feeling stressed, but with team work, lecturers still have the hope to be able to complete the work and mainly can share stress by exchanging opinions and throwing light jokes. If such conditions are formed, it is not impossible when in a stressful position, a lecturer can actually improve the quality of his work life.

### **Effect of Digital Humor on Quality of Work Life through Mediation of Work Stress**

Testing the effect of digital humor on quality of work life through mediation of work stress is done by using manual calculations by comparing the results of the interaction of the two regression coefficients of the direct influence of the effect of digital humor on work stress and work stress on quality work life, which is then compared with the regression coefficient of the direct effect of humor on quality work life.

Through the calculation process, it is found that the indirect effect given by the quality of the work environment on employee performance has a smaller coefficient value than the direct effect, where not all of the resulting direct coefficients are significant. So it can be concluded that the work stress variable is not proven as a mediating variable in the influence of digital humor on the quality of work life.

This can be because, in this study, contradictory results were found on the exposure to the direct influence described earlier where not always the humor performed by the lecturers would be able to reduce the tension at work, and not always that when a lecturer experienced tension or stress at work at a high level will always reduce the quality of his work life.

This is suspected to be the cause of work stress variables not proven as mediating variables in the effect of digital humor on quality of work life. Even though in reality, when fatigue arises due to problems in work life within the lecturers' environment, the majority of the lecturers vent their emotions with the flavor of "humor" in the group of WhatsApp the lecturer community, with the consideration that the group consists of fellow lecturers and is considered the right space for sharing, to vent emotions through humor due to work stress experienced in carrying out their profession.

The lecturers considered that the humor in the media group WhatsApp that they did could be categorized as a "model for managing work stress through digital humor". They hope, by managing the stress from the lecturers through digital humor, the level of stress they feel can be reduced or even become unstressed which will ultimately be able to improve Quality Work Life (QWL). But they forget not to pay attention to aspects of the constraints of both the time and the categories of humor brought up, morally and ethically, so that the findings produced are out of habit.

### **CONCLUSION**

The influence given by digital humor on work stress is unidirectional and the significance value is below the critical value indicating that the effect given is very real. This implies that if a lecturer is more intense in utilizing digital media of humor in between his busy work, the work stress he feels will actually increase.

The influence given by digital humor on quality of work life is the opposite direction and the significance value above the critical value shows that the influence exerted is not real. This implies the meaning that if a lecturer is more intense in utilizing digital media humor in the midst of his busy work, the quality of work life perceived will actually decrease.

The effect that work stress has on the quality of work life is unidirectional and the significance value above the critical value indicates that the effect given is not real. This implies that the work stress felt by a lecturer is quite high, so the quality of work life owned by a lecturer will increase as well.

The indirect effect given by the work environment on employee performance has a coefficient value smaller than the direct effect, where not all of the direct coefficients produced are significant. So it can be concluded that the work stress variable is not proven as a mediating variable in the influence of digital humor on the quality of work life.

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## **BIODATA**

**MISNAL MUNIR:** Associate Professor of Philosophy at the Faculty of Philosophy in the University of Gadjah Mada, Yogyakarta, Indonesia. His research interests include local wisdom, philosophy of history, religious studies and contemporary philosophy.

**AMALIYAH:** She is a lecturer and researcher, faculty of management, University of Trilogi, Jakarta. Her research interest are on management, quality work life and leadership.

**MOSES GLORINO RUMAMBO PANDIN:** Researcher at research group on Disaster Resilience Management, Master of Disaster Management, Postgraduate School, University of Airlangga. He also is a member of research groups on multiculturalism and inter-faith dialog in the Faculty of Humanities, University of Airlangga. He joined English Department, Faculty of Humanities, University of Airlangga, Surabaya, Indonesia as a lecturer and researcher. His interest in educational psychology, resilience, Citizenship, disaster management, axiology, philosophy of science, medicine humanities education, and Humor in education, family and disaster resilience management.

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### Role of the socio-entrepreneur in the construction of safe latrines for community development in east Java, Indonesia

Rol del socio-empresario en la construcción de letrinas seguras para el  
desarrollo comunitario del este de Java, Indonesia

**KOEN IRIANTO URIPAN**

<https://orcid.org/0000-0002-6041-2264>  
koen.irianto-2017@pasca.unair.ac.id  
University of Airlangga, Indonesia.

**ANWAR MA'RUF**

<https://orcid.org/0000-0001-7158-9156>  
anwarmaruf@fkh.unair.ac.id  
University of Airlangga, Indonesia.

**CHOLICHUL HADI**

<https://orcid.org/0000-0003-3872-1578>  
cholichulhadi@gmail.com  
University of Airlangga, Indonesia.

**FALIH SUAEDI**

<https://orcid.org/0000-0001-8105-5334>  
suaedifalih@yahoo.com  
University of Airlangga, Indonesia.

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#### ABSTRACT

The purpose of this article was to analyze the role and existence of safe latrine sociopreneur to building community development in East Java Province based on case studies. Judging from the type of data, the research approach used in this study was a qualitative approach. It was concluded that the process of implementing community empowerment programs carried out by safe latrine sociopreneur to improve health and accessed sanitation in the East Java province with the implementation instructions and technical instructions, was made through 5 community empowerment strategies, namely: enabling, strengthening, protection, support, and maintenance.

**Keywords:** Community development, sanitation, safe latrine, sociopreneur.

#### RESUMEN

El propósito de este artículo fue analizar el papel y la existencia de socioempresarios de letrinas seguras para construir el desarrollo comunitario en la provincia de Java Oriental basado en un estudio de caso. A juzgar por el tipo de datos, el enfoque de investigación utilizado fue un enfoque cualitativo. Se concluyó que el proceso de implementación de programas de empoderamiento comunitario llevados a cabo por socioempresarios de letrinas seguras para mejorar la salud y el acceso al saneamiento en la provincia de Java Oriental con las instrucciones de implementación de técnicas, se realizó a través de 5 estrategias de empoderamiento comunitario, a saber: habilitación, fortalecimiento, protección, apoyo y mantenimiento

**Palabras clave:** Desarrollo comunitario, letrina segura, saneamiento, socioempresario.

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## INTRODUCTION

Health problems are very complex, which are interrelated with other issues outside of their health (Tabor, Kibret, Abera: 2011). Likewise, the solution to public health problems is not only seen in terms of their health but must be seen from the aspects that have an impact on the issue of 'sickness' or health. According to Blum in Kumwenda et al. 4 factors affect health, both individual, and public, namely: offspring, environment, behavior, and health services (Kumwenda et al.: 2017). Health status will be achieved optimally if all four factors together have optimal conditions. One factor is in a disturbed state, so health status shifts below optimal (Kawale, Thakur, Sharma: 2018).

The challenge of sanitation development in Indonesia is the socio-cultural problem and the behavior of residents who are used to defecating in vain places, especially in water bodies that are also used for washing, bathing, and other hygienic needs. Latrine is a safe and comfortable place to use as a place to defecate (Budhathoki et al.: 2017). Various types of latrines are used in households, schools, synagogues, and other institutions (Bhar et al.: 2017). Healthy latrines are disposal facilities, effective stool to break the chain of disease transmission (Biran, Jenkins, Dabrase, Bhagwat: 2011). According to the handling of the problem of human waste disposal (feces) is one of the efforts to improve environmental health, because if seen from a public health point of view the problem of fecal disposal is the principal to be addressed as early as possible, because feces are a source of multicomplex diseases. (Debesay et al.: 2015).

The global studied by WHO and UNICEF (2015) of sanitation facilities found that more than 2.4 billion people have not access eligibility (WHO, UNICEF: 2015). The existence of latrines in Indonesia according to World Bank data in 2015 about 18% of Indonesia's population does not have latrines (WHO, UNICEF: 2015). The national coverage for urban areas are 79% and for rural areas are 49%. Most of the sewage disposal is still carried out into rivers or using excavated wells that do not meet the requirements so they contaminate ground water (Wolf, Prüss-Ustün, Cumming, Bartram, Bonjour, Cairncross: 2014).

According to Chuthbertson, et. al., health development is one of the national development efforts aimed at achieving awareness, willingness and ability to live healthy for everyone so that the realization of public health degrees that are optimal takes place in the orientation of health development (Chuthbertson et al.: 2016). Health efforts which were initially focused on healing efforts gradually developed towards the integration of comprehensive health efforts (Greenland et al.: 2016). Indicators that show that a village or region has a healthy environmental condition is to have and use various environmental health facilities (Grimason et al.: 2000).

To maintain good latrines, it is necessary to provide adequate management facilities, because without facilities, family latrine management efforts cannot be carried out so that latrine management tools such as cleaning tools, sewers and other facilities should be provided (Hazarika: 2015). With the availability of sufficient facilities, the latrines of the family can be maintained properly and subsequently follow up on routine maintenance (Jenkins, Cumming, Scott, Cairncross: 2014). Facilities are a supporting factor for managing family latrines (Beyene, Hailu, Faris, Kloos: 2015).

Therefore, it is necessary to have adequate facilities, because without them, the community toilet management business cannot be carried out. (Jeratagi, Kumar, Mallapur: 2017). Based on the Indonesian Health Profile 2014-2018 the population with access to proper sanitation facilities was 74.91% (WHO, UNICEF: 2015). The provision of facilities for the disposal of community feces, especially in its implementation, is not easy, because it involves community participation which is usually related to behavior, economic, cultural and educational levels through a variety of community empowerment activities very closely (Farmer, Kilpatrick: 2009).

For community development activists, according to Bitew, Woldu, and Gizaw defined that the disposal of feces needs special attention because it is a waste material that has many problems in the health sector and is a media for germs, such as diarrhea, typhus, vomiting, dysentery, worms and itching and can cause environmental pollution in water sources and foul odors and aesthetics (Bitew, Woldu, Gizaw: 2017). To overcome this problem, there are several alternative policies that can be applied, among others, by

empowering the community, promoting more intensive health care, increasing the support of the government and other stakeholders in improving hygiene behavior (Jenkins, Cumming, Scott, Cairncross: 2014).

Community empowerment aims to make people feel more motivated to change their behavior in maintaining latrines. Because the principle of empowerment is from, by and for the community (Budhathoki et al.: 2017). The community empowerment activity currently being intensified by the government is Community Based Total Sanitation. The various of problems that occur the first step is to increase community knowledge by working with related health parties to form health cadres to provide guidance to the wider community about the importance of maintaining health, especially defecating in healthy latrines is one of the various actions the Community Development carried out (Hervieux, Gedajlovic, Turcotte: 2010). One alternative improvement in solving this sanitation problem is that it can be done through the role of sociopreneur hands who have creative ideas. (Joshi et al.: 2013).

Today, there are many people who have a sociopreneurship spirit by carrying out concrete actions in solving problems in the surrounding environment through Community Development activities where a sociopreneur is different from an ordinary entrepreneur and the key to the difference is a sociopreneur standing with a clear mission and social goals (Dhesi: 2010). Their main goal is how to make their social environment better (Dees, 2007). The sociopreneur acts as an agent of change in solving social sector problems through adopting a mission to create and maintain the social values that exist in the community, and strive for new opportunities to ensure the sustainability of the mission by involving continuous processes of innovation, adaptation and learning (Clark, Brennan: 2012).

Bloom and Chatterji stated that solving this social problem can be done through developing work patterns to make changes in the fields of education, environment, health, human rights, and economic development (Bloom, Chatterji: 2009). This is consistent with the theory of health behavior by Green in Bhar, et. al. said that a person's health behavior is influenced by three factors, namely predisposing factor, enabling factor, and reinforcing factor (Bhar et al.: 2017). These three factors can greatly support the success of good health behavior in the community such as the behavior of using healthy latrines.

Research conducted by Beyene et. al. stated that there was a correlation of knowledge, attitude (facilitation factor) and availability of facilities (driving factors) with the use of family latrines (Beyene, Hailu, Faris, Kloos: 2015). This is in line with previous research conducted by Joshi found that knowledge, attitudes, education levels have a relationship with the use of family latrines (Joshi et al.: 2013). Data on the progress of sanitation utilization in East Java Province of Indonesia until 2018 only reached 98% so that coverage of family toilet availability as a problem solving fecal sanitation problem is still below the target of health-related minimum service standards, which is 100% target in 2017 according to expectations.

The purpose of this study is to analyzed the roles and existance of safe latrine sociopreneur building community development in East Java Province of Indonesia based on case studies. The benefits of this study include contributing knowledge related to human resource development in the field of sociopreneur and community development and being able to apply community development programs initiated by safe latrine sociopreneur to achieve social welfare and healthy behavior.

## **LITERATURE REVIEW**

### **Safe Latrine**

Latrines are human waste disposal facilities that really need to be used by humans through qualified shelter and disposal, because if they do not meet the requirements, they can cause environmental pollution and become a chain of disease transmission (Nakagiri et al.: 2016). To prevent fecal contamination of the environment, human waste disposal must be managed properly, meaning that sewage must be in a certain place or healthy toilet (Sibiya, Gumbo: 2013).

According to Tilmans, et. al., the benefits of latrines are an attempt to prevent the occurrence of disease transmission and pollution from human waste which is one of the basic human needs (Tilmans et al.: 2015). Making latrines is a human effort to maintain health and create a healthy living environment (Wolf, Prüss-Ustün, Cumming, Bartram, Bonjour, and Cairncross: 2014). In making latrines as far as possible, it should be tried so that the latrine does not cause foul odor, in addition to sturdy construction and affordable costs. (Yimam et al.: 2014).

A latrine is called a healthy toilet if it meets the following conditions: 1.) Does not pollute the soil surface and around the toilet; 2.) Does not pollute ground water and surrounding settlements; 3.) Insects cannot be reached, especially flies and cockroaches and other animals; 4.) Does not cause odor; 5.) Easy to use with a simple design with low costs; 6.) Acceptable by the wearer; 7.) The toilet building should have a strong floor; 8.) Latrine building as far as possible placed in a closed location; 9.) As much as possible, cleaning equipment such as water or cleaning paper is provided (Kumar, Das: 2014).

### **Sociopreneur**

Sociopreneur or social entrepreneur is someone who understands social problems and uses entrepreneurial skills to make social changes, especially covering the fields of welfare, education and health (Basq, Janssen: 2011). If entrepreneurship measures the success of its financial performance (profit or income), the success of the sociopreneur is measured by the benefits felt by the community (Di Domenico et al.:2010). According to Di Domenico, Haugh, and Tracey, social entrepreneurship begins with concerns about social conditions that culminate in a new business model (Di Domenico et al.:2010).

Social entrepreneurship is a combination of great enthusiasm in social mission with discipline, innovation and determination as is commonly found in the business world (Malunga et al.: 2014). It can be said that social entrepreneurship uses entrepreneurial mental attitudes for social purposes (Hervieux, Gedajlovic, Turcotte: 2010). They often get the great nickname, namely the change maker nickname gives an illustration that the sociopreneur figures are indeed very special people (Perrini et al.: 2010). They came up with brilliant ideas and dared to go against the flow so that they succeeded in the creation of products and services that dramatically changed the lives of their people.

Welsh said that as a leader, sociopreneur must always follow even more than changing times, because a leader must always be dynamic in thinking to move and move other people (Welsh: 2012). Building a team is like creating many leaders in each of its business units and being able to synergize one team with another through a strategy to achieve a common goal (Light: 2010). Social entrepreneurs are people who have the power of innovation, highly motivated, and critical thinkers (Welsh: 2012). Clark and Brennan said that the results of social entrepreneurial work are not measured by the amount of return or the rate of return on investment as in other business entrepreneurs but in its success in the social impact it causes and the return on capital and profits (Clark, Brennan: 2012).

Although social entrepreneurs are often associated with non-profits, it does not mean that they do not have the ability to generate profits because social enterprises are to profit (Di Domenico et al.:2010). The social entrepreneurship dimension which includes identification of social problems, identification of business opportunities, and actions of change will be a challenge for a sociopreneur (Mugoho, Ukpere: 2012).

### **Community Development**

Pstross, Vurro, and Knopf suggested that the concept of community empowerment includes the notion of community development and community based development, and the next stage came the term community driven development which was translated as development directed towards the community or termed as community driven development (Pstross et al.: 2014). Cohen, et. al. stated that community empowerment is

an approach that provides opportunities, greater authority to the community, especially local communities to manage the development process (Cohen et al.: 2008).

Community empowerment is an effort to prepare the community along with efforts to strengthen community institutions to be able to realize progress, independence, and prosperity in an atmosphere of sustainable social justice (Matarrita-Cascante, Brennan: 2012). In addition, community empowerment is also an effort to improve the dignity of the people who are currently experiencing difficulties in escaping from the trap of poverty and underdevelopment (Talmage et al.: 2016).

In other words, empowerment is enabling and empowering the community. Community empowerment is an economic development concept that summarizes social values. This concept reflects the new development paradigm, which is "people-centered, participatory, empowering, and sustainable" (Malunga et al.: 2014). According to Talmage, et. al. said that community empowerment is an effort to empower the community through the realization of their potential capabilities (Talmage et al.: 2015). The community empowerment always involves two interrelated groups, namely the community as empowered parties and caring parties as empowering parties.

## **METHODOLOGY**

The research approach used is a qualitative one with a case study method. Qualitative research intends to understand the phenomenon of what is experienced by research subjects holistically and by way of descriptions in the form of words and language, in a special natural context and by utilizing various scientific methods and focusing intensively on an object certain who learn it as a case (Griffiths: 2013). Good case studies must be carried out directly in the actual life of the case under investigation.

However, case study data can be obtained not only from the cases studied, but also from all parties who know and recognize the case well. Case study data can be obtained from all parties concerned, in other words in this study collected from various sources, especially on research subjects (Creswell: 2000). The research subjects were informants, which meant people in the research setting were used to provide information about the situation and background conditions of the study (Griffiths: 2013).

The subjects are 6 Sociopreneurs, who are engaged in Community Development sanitation development in the East Java Province which helps the Government program on Community Based Total Sanitation. It is in line with local government reform (Rahayuningsih, et al, 2019). Qualitative research instruments are build by the researchers which assisted by other instruments, namely guidelines for interviews, observation, and literature studies. Primary data collection techniques through interviews and observations, while secondary data collection techniques through literature studies and documentation studies.

Data analysis techniques used are theory induction, data reduction, and triangulation. Triangulation in testing credibility is interpreted as checking data from various sources in various ways and at various times. There is source trigulation, triangulation of data collection, and time triangulation (Creswell: 2000).

## **RESULTS AND DISCUSSION**

This study retrieves data from interviews conducted by researchers with several informants who have been coded and listed in the following table:

Table 1. Codefication of Informant

Informant Identity	Codefication	Background Definition
Wahyoe Boedi Utomo	SE-01	Enterpreneurship of Profit Company / Enterpreneurship of Social Service
Pracihno Kurniawan	SE-02	Enterpreneurship of Information Technology and Communication
Wiwik Widjastuti	SE-03	Enterpreneurship of Profit Company / Enterpreneurship of Social Service
Sumarti Dwi Wahyuni	SE-04	Enterpreneurship of Profit Company / Enterpreneurship of Social Service
Agung Tri Pamungkas	SE-05	Enterpreneurship of Telemarketing
Suyanto	SE-06	Enterpreneurship of Profit Company / Enterpreneurship of Social Service

(Source: Primary Data, 2018)

The results of this study are analyzed using related theory induction, reduction of interview data, and specific triangulation looking at the case studies that occurred regarding the role and existence of safe latrine sociopathology to building community development in the East Java Province of Indonesia, namely as follows.

### Core and Principle of Community Development

Community development programs in general are intended to improve the quality of life for the lower classes of society. Community development in general is actualized in several stages starting from planning, coordinating and developing various steps to handling community programs (Malunga et al.: 2014). The core community development program generally emphasizes the application of community-based management (CBM), a program management approach that makes local people's knowledge and awareness the basis (Talmage et al.: 2016).

The program of community-based management is defined as a program strategy to realize human-centered development practices, the center of decision-making regarding sustainable use of resources in an area in the hands of organizations in the community. The interview results from informant of SE-03 and SE-06 are consistent with the implementation of community-based management, where the two informants stated: "We are trusted to be partners of the Government and the community in planning, compiling and applying community empowerment programs together" (SE-03, 2018). "Gradually and enabling it to succeed, we always try to create a superior community empowerment program that is able to be accepted and applied by the community" (SE-06, 2018).

Community empowerment carried out by safe latrine sociopreneur is an innovation that is being implemented (Ngondi et al.: 2010). Through several independent and applied programs from the East Java Province Government program, they invited the community to participate in applying programs not only for the Community-Based Total Sanitation program but also for other programs related to solving sanitation problems. Interviews from SE-01 and SE-04 state: "This Pasuruan City community needs program innovation related to current sanitation issues ..." (SE-01, 2018). "... we are at Probolinggo District only adjusting efforts related to community empowerment programs to the main problems that occur ..." (SE-04, 2018).

The results of the interview in accordance with Talmage, Pstross, and Knopf related to the main efforts in each community empowerment include the following (Talmage et al.: 2016): Developing human beings, are all activities that are included in efforts to strengthen or develop individual capacity, which include: a) Personality capacity; b) Capacity in the world of work; c.) Professional development.

Development of entity or institutional capacity, which includes: a) Clarity of vision, mission and organizational culture; b.) Clarity of organizational structure, competency and organizational strategy; c.) Development of quantity and quality of resources; d) Interactions between individuals within the organization; e.) Interaction with organizational entities with other stakeholders.

Development of system capacity (networking) which includes: a) Development of interactions between entities (organizations) in the same system; b) Development of interactions with entities or organizations outside the system.

Business development, is an important effort in every empowerment because human development without giving an impact or benefit to improving welfare (economic or non-economic) will add to disappointment. Conversely, only human development that is able (in the near future) to have an impact or benefit to improve welfare will receive support in the form of community participation.

Community development, where all obligations are stipulated in the investment and operating requirements related to protection, preservation and recovery (rehabilitation / reclamation) of natural resources and the environment.

Establish institutions, where institutions are often interpreted as social institutions or social organizations, if they fulfill 4 components, namely: a) Person component; b) Components of interest; c.) Component rules; d.) Component structure.

Referring to the importance of the principle component of the community development program, informants of SE-02 and SE-05 state: "We have our own principles in making and implementing this community empowerment program with a variety of considerations, such as being oriented to the public interest, prioritizing the principle of neutrality, eliminating social conflicts, involving the surrounding community, and easily accessible to anyone" (SE-02, 2018). "The purpose of this community empowerment program focuses on the things that are fundamental and substantial to be a convenience and usefulness for the community related ..." (SE-05, 2018)

Broadly speaking, the answers to the information in the interview results with both information have the same four principles of community development according to Matarrita-Cascante and Brennan (Matarrita-Cascante, Brennan: 2012), namely:

Community development rejects views that do not favor disinterest. In this principle, community development seeks to express values and articulate them clearly. In this principle the development of the community is committed to the poor and social justice, human rights and citizenship, empowerment and self-determination, collective action and diversity.

Change and engage in conflict. Community development aims to change structures that are discriminatory, coercive and oppressive in society. To achieve this goal the development of the community arouses, presents unpleasant and sometimes disturbing information. Here community development complements its activities with new social movements such as human rights and peace movements.

Freeing, opening up society and creating participatory democracy. Liberation or liberation is the reaction of opposition to forms of power, slavery and oppression. Liberation requires empowerment and autonomy. Liberation involves opposing and liberating struggles from very powerful people, ideologies, and structures.

Ability to access community service programs. Community development places its programs in strategic locations accessible to the community. The physical environment created through the development of society has a friendly and informal atmosphere, not a bureaucratic, formal and depressed atmosphere.

### **Analysis of Case Study**

The community is given the opportunity and responsibility for managing the resources it has. They themselves define the needs, goals, aspirations and make decisions in order to achieve the dream of prosperity. Most safe latrine sociopreneur arranges community development activities in the city of East Java through several steps in stages according to the conditions and needs of the people who are the target of the activity. There are six stages in planning the program including:

First, the stage of problem posing (activating the problem) that activists do by grouping and determining the problems and problems faced by the community of the target group. The community is generally aware of the problems faced. However, this was not disclosed. The role of safe latrine sociopreneur in this stage is to provide explanation, information and facilitate deliberation or discussion activities among residents of the target group.

Second, the problem analysis stage. This stage safe latrine sociopreneur collects information ranging from type, size, and scope of problems faced by citizens and makes the information accessible to interested parties.

Third, the stage of determining goals and objectives. Objectives refer to vision, long-term goals, and statements about general instructions. An example of a community development vision formulated by safe latrine sociopreneur is the formation of a society where all citizens are actively involved in programs to maintain the environmental system and make available social, economic and political factors to ensure maximum equality among citizens to obtain basic needs and services. While the target is more specific than the goal. Safe latrine sociopreneur determines what becomes trust and what will be achieved then compiles specific processes and tasks. The targets set consist of activities that can be identified, analyzed and can be clearly disclosed to citizens. The targets may be long, medium and short term. Long-term goals generally require a number of different strategies and are often arranged in various stages. Scale medium and short-term goals are even smaller. Understand long-term, medium and short-term goals and objectives understood from something broad to specific, from abstract to concrete.

Fourth, the action plans stage (action planning). This stage is carried out by social workers with activities for planning various actions to achieve the objectives. In planning the action, the safe latrine sociopreneurs pay attention to labor, equipment, social networks, funds, place, information, available time, inhibiting factors, supporting factors, stakeholder problems, real tasks performed, parties significant influence on outcomes, key players both individually and in groups, dilemmas or contradictions or tensions between the tool and the objectives and possible outcomes.

Fifth, the implementation phase of the activity. This stage is carried out by safe latrine sociopreneur by implementing community development steps that have been designed. Activists at this stage are required to pay attention to the consequences that might arise as a result of the actions taken.

Sixth, the evaluation phase is carried out by safe latrine sociopreneur continuously, both formally and semi-formally at the end of the community development process and informally in every month, weekly, and even daily.

## **CONCLUSION**

This study concluded that the process of implementing community empowerment programs carried out by safe latrine sociopreneur in order to improve health and ease of access to sanitation in the city of East Java Province of Indonesia in accordance with the implementation instructions and technical instructions through 5's community empowerment strategies namely enabling, strengthening, protection, support and maintenance. The possible strategy is carried out by triggering activities by the sociopreneur to change defecation habits, determine program objectives, empower the community to become the village level administrators and provide awareness to the community that they have the potential to make latrines.

The community is enthusiastic in participating in activities related to likelihood but for the results of the community accessing healthy latrines is still lacking, this is due to the bad habits of difficult-to-change communities and a lack of public awareness for healthy living. The strengthening strategy is carried out through counseling, promotion, socialization and healthy latrine campaigns and meeting needs that support community independence by allocating budgets and providing healthy latrine stimulants.

This stage is supported by the availability of the budget while the obstacles are the weak economic condition of the community so that the implementation of latrine construction by the community through the

provision of latrine stimulants is not smooth. The protection strategy is carried out through data collection on program targets, information dissemination through radio and internet broadcasts, as well as the existence of community self-help in the form of funds and volunteer submissions. Through these efforts the community gets the same opportunity to access healthy latrines so that there is no discrimination.

Support strategy to provide guidance for health cadres and social entrepreneurship training in the field of health and sanitation. After the guidance, assistance was provided during planning to the implementation of the program as well as socialization of the existence of social entrepreneurship in the field of health and sanitation as a form of direct support. To support the community from falling into an increasingly weak and marginalized state, latrine packages are managed by social entrepreneurs in the field of health and sanitation. The support strategy is carried out by linking good cross-sectoral performance and the support of all parties from the Mayor to the Village Head and related Offices.

Activities in this cross-sectoral support phase have been able to help increase the coverage of healthy latrines. The maintenance strategy is in the form of monitoring the program in monitoring and evaluation activities for making periodic reports. Monitoring and evaluation is carried out by recording community access to healthy latrines and reminding the community through contracts containing promises to make latrines and being specifically monitored.

Monitoring and evaluation aims to ensure a balanced distribution of empowerment in the community and to ensure harmony and balance that allows everyone to strive, marked by the division of tasks in each program implementation and the community is permitted to convey the difficulties they experience in making latrines during monitoring and evaluation activities so that the program runs smoothly and problems in the community can be known.

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## **BIODATA**

**KOEN IRIANTO URIPAN:** Founder and Director of Sanitation Community Development; He also is an Entrepreneurial Coacher Specialist Sanitation in 2010 WSP WORLD BANK at all Indonesia; World Bank-Sharing for Sanitation in the World at Bangkok; Sanitation Entrepreneurial Module Curriculum Development team Ministry of Health Republic of Indonesia; Matchmaking World Bank Meeting at Singapore; Indonesia Sanitation Entrepreneur Training with MCC/MCAI United State "Coaching with Topic": Developing the Training Agenda of Sanitation Entrepreneur in 2015. He became a Preparing facilitator, Trainer and Master Trainer of Sanitation Entrepreneur; a Refreshing training of trainers Mentoring Sanitation Entrepreneur.

**ANWAR MA'RUF:** Senior lecture, Positions Vice Director Academic School of Pascasarjana University of Airlangga. He is also a Research, Reviewer of University of Airlangga, Assessor Lecturer Certification University of Airlangga, Assessor Airlangga Integrated Manajemen System (AIMS) University of Airlangga, Reviewer Journal of Poultry, and Reviewer Veterinary Medical Journal.

**CHOLICHUL HADI:** Profesor of the Faculty of Psychology, University of Airlangga. He is a facilitator by USAID cooperation with Chemonic Psychodiagnostics by HIMPSI. He has Teaching Skill by Institute of Improvement and Development of Education University of Airlangga (LP3UA). He also a Research Reviewer by Ministry of Higher Education and Culture of the Republic of Indonesia, Research Reviewer by Institute of Education Fund Management of Ministry of Finance of Republic of Indonesia, Lecturer Certification Reviewer, by LP3UA, Active Didactic Method in Teaching Psychology by Faculty of Psychology UNAIR, Enterpreneurship and Education Creating Business Awareness for Students in East Java Indonesia.

**FALIH SUAEDI:** Lecturer at the Department of State Administration Science, Faculty of Social Science and Political Science, University of Airlangga. He has interests in the fields of Leadership, Public Management, Strategic Management of Public Sector, Theory of Organization and Human Resource Management. Graduated Doctorate in public management from the Postgraduate Program at Airlangga University in 2004. Currently, he is Dean of the Faculty of Social Science and Political Science, University of Airlangga and Deputy Chair of the Indonesian Association for the Development of Social Sciences (HIPIS) in East Java

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# Tuan Guru's role in social media to prevent the spread of Covid-19 virus in west Nusa Tenggara, Indonesia

*Papel de Tuan Guru en las redes sociales para prevenir la propagación del covid-19 en west Nusa Tenggara, Indonesia*

**NAJAMUDDIN AMY**

<https://orcid.org/0000-0001-7028-4844>  
najam197662@gmail.com  
University of Airlangga, Surabaya Indonesia

**SUPARTO WIJOYO**

<https://orcid.org/0000-0002-4339-6397>  
supartowijoyo@fh.unair.ac.id  
University of Airlangga, Surabaya Indonesia

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### ABSTRACT

The first positive case of COVID-19 in West Nusa Tenggara occurred in April 2020. The study aims to analyze the role of religious leaders in providing understanding to the community. A qualitative method with a phenomenological approach is used to illustrate the role of the *Tuan Guru* in COVID-19 prevention through social media. The results indicate that until now *Tuan Guru* has been an important partner for the government. The role of *Tuan Guru* in preventing COVID-19 can be seen from the activities on social media. Further discussion indicates that *Tuan Guru's* role has a significant influence on community perceptions in the prevention of COVID-19.

**Keywords:** COVID-19, phenomenology, social media, *Tuan Guru*

### RESUMEN

El primer caso positivo de COVID-19 en West Nusa Tenggara ocurrió en abril de 2020. El estudio tiene como objetivo analizar el papel de los líderes religiosos en brindar comprensión a la comunidad. Se utiliza un método cualitativo con enfoque fenomenológico para ilustrar el papel del *Tuan Guru* en la prevención de COVID-19 a través de las redes sociales. Los resultados indican que hasta ahora *Tuan Guru* ha sido un socio importante para el gobierno. El papel del mismo en la prevención de COVID-19 se puede ver en las actividades en las redes sociales. Una discusión adicional indica que su papel tiene una influencia significativa en las percepciones de la comunidad en la prevención de COVID-19.

**Palabras clave:** COVID-19, fenomenología, redes sociales, *Tuan Guru*

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## INTRODUCTION

Human development is very important for state advancement in Indonesia. This can be found in various development planning documents as well as rhetorical development politics. However, human development has received less attention. Information transparency is unstoppable and the essence of development that has been implemented so far is not focused on humans as desired by the new human development paradigm. Currently, community character-building faces serious problems.

Reorientation of development policies and strategies in the central and local governments is more centered on "people" (Rahayuningsih et al. 2019). This reorientation has become a real demand and need for current development. According to UNDP, human development is defined as a process aimed at expanding the choices for the population (people). In this concept, population (humans) as the ultimate end and development efforts are the principal means to achieve that goal.

Human resource development in an area can be achieved maximally if it is carried out in accordance with the character of the area. Soekarno, Indonesia's first president, said that every nation is like an individual who has its own character, and progress can only be achieved when development goes according to that character. The island of Lombok as part of Indonesia also has its own character. The conclusion in Sutrisno's (2002) research on the symbolic forms and religious myths of the people of Lombok, is that the people there have Islamic religious values that are very strong and pervasive in culture and daily life.

Strong religious values do not only exist on the island of Lombok, but also on the island of Sumbawa. As written in the Pasatotang Book of the Tana Samawa Traditional Institute Sultan Muhammad Kaharudin (2016), which states that the history of Sumbawa is in accordance with the culture philosophy of "*Barenti ko Syara', Syara' Barenti ko Kitabullah*". This was formulated by the people's ancestors in the past who have led them to think and behave in a frame that is always based on "*kesamawaa*" values, namely values that come from "*Syara'*" and the "*Kitabullah*". These, grow and develop in line with the development of community life. That existence has emerged as a recognized characteristic and wealth of customs and has transformed into an important part of patterns and behavior as "*Tau Tana Samawa*."

The human development paradigm sees that efforts to improve human quality have intrinsic value. This means that human development aims for itself. This perspective differs from human resource development, which places humans as a source or input for development and sees human quality as a means to generate income. As a holistic development paradigm, human development views that development programs designed should be characterized by "of, for and by people".

Four main points that need to be considered in order to achieve development goals are productivity, equity, sustainability and empowerment. Human resource development places humans primarily as input from the production process (as a means not a destination). The welfare approach sees humans as beneficiaries, not as agents of change in development. The basic needs approach focuses on providing goods and services for the necessities of life.

The strength of religious character has been recognized by the Provincial Government of West Nusa Tenggara from the past until now. So that currently we still see efforts to strengthen religious values contained in the RPJMD 2019-2023 and seen in the six development missions of West Nusa Tenggara. This is stated in the second point that one of West Nusa Tenggara 's development missions is to accelerate the realization of a civil society that has faith and character through family development with the principles of respecting humanity, diversity and gender equality.

Until now, *Tuan Guru* is an important partner of the government in building social capital for the people in Lombok. Social capital is an important aspect of human resource development. According to Ormerod in Diponegoro (2000), an organization will be destroyed if it ignores socio-cultural factors. The ability to build an organization into a community is bound by socio-culture because there are shared values divided by all members of the organization. Diponegoro continued by quoting Nanako that religion is an important social

capital in building an organization, such as Bushido values and Zen teachings that give influence in modern management.

Social capital has an important role in the development process, especially in creating a society that is united, fraternizing with, trusting, and helping each other, namely called "*gotong royong* (mutual cooperation)" society. *Tuan Guru* has a role in teaching the values of mutual cooperation in an Islamic context. As mentioned previously, Islamic values are the character of the people of West Nusa Tenggara. However, Lately *Tuan Guru's* role as the foster of Islamic social capital or moral values is being questioned. There has even been a de-charismatizing of *Tuan Guru*.

The phenomenal shifting of *Tuan Guru's* role in West Nusa Tenggara began when he was involved in practical politics. Putrawan's (2014) research shows that *Tuan Guru* is currently trapped in practical politics with an increasingly luxurious lifestyle that weakens his charisma and is abandoned by his followers. Fahrurrozi's research (2015) reinforces this by stating that there has been a paradigm shift in the meaning of *Tuan Guru* due to the diminution of *Tuan Guru's* traditional values. Naamy (2013) also states that things are not much different. *Tuan Guru's* influence has decreased due to changes in the centralized political system. *Tuan Guru* can position himself as an intermediary between the central government and the community. He has become the decentralized system creating power-sharing so that many local political actors have emerged. As a result, the role of the master teacher is displaced. This condition is also supported by the increasing role of educated people on the island of Lombok.

It is important to see the occurring changes, because so far the Islamic social capital or values of *akhlaqul karimah* have become an important support for shaping the West Nusa Tenggara society. Therefore, it is interesting to see the form of *Tuan Guru's* social construction in that society today. The values of *akhlaqul karimah*, an important part of the social capital formation for the West Nusa Tenggara people have also shifted in this changing social context. The change can be seen by examining *Tuan Guru's* social construction community and his social construction values of the *akhlaqul karimah*, the basis for the social capital formation of the West Nusa Tenggara people. This is related to the concept of Islamic philosophical idealism in various Islamic schools where Islamic education has a correlation and effect on the actions and idealism of individuals in society.

Knowledge of this is very important in the development of human resources in West Nusa Tenggara. *Tuan Guru's* social construction forms and social actions knowledge on the values of *akhlaqul karimah* in the nation's character building will become the basis for the development policy for the Government in placing *Tuan Guru* as a development actor in a more appropriate position and role. The purpose of this study is to determine to which extent *Tuan Guru* plays a role in providing understanding to the public regarding the dangers of the COVID-19 virus.

## **METHODOLOGY**

The study uses the phenomenological paradigm since it has become the soul and enthusiasm in every qualitative social research method product. It serves as the basic foundation of any school of social thought, as well as emphasizing the process of research understanding. Comprehensive research is built from the meaning attached to each individual and his actions as well. The phenomenological research builds a process of understanding the meaning of events and the relationship with people in certain situations (Noor 2011; 36). Hence this method was influenced by Edmund Husserl and Alfred Schulz.

According to Husserl, objects must be expressed through phenomenological descriptions to arrive at the essence of symptoms (*Wessenschau*). He also mentioned that consciousness is not part of reality, but the origin of reality. Phenomenology, experience or awareness is always an awareness of something, seeing is seeing something, remembering is remembering something, judging is judging something. That something is an object of consciousness that has been stimulated by the perception of a real object (Smith in Hajaroh, 2013; 10). Therefore, the qualitative method is used to analyze the data in a narrative manner using a

phenomenological approach. This method will also broaden the view of a fact, by looking at the foundation on which it is built, namely knowledge and reality constructed from a community or society.

Based on this understanding, this study also looks at the situation, social background, and the subject's inter-subjective relationship. (Nauman, 1997). Therefore, data obtained naturally is needed; not data from experimental conditions in the laboratory. Through *Tuan Guru's* social construction study, the values of "*akhlaqul karimah*" can reveal its social role on social media to provide an understanding of the dangers and impacts of the Covid-19 virus spread in West Nusa Tenggara.

### **Research Site**

The research was conducted in West Nusa Tenggara province owing to the many Islamic boarding schools that are spread in the entire region. By looking at the number of *pesantren*, it signifies that this region has also many "*Tuan Guru*".

The purpose of taking this location was based on *Tuan Guru's* moral value role in providing understanding to the public about the spread of the Covid-19 virus in West Nusa Tenggara. Hence, the awareness in protecting oneself, one's family, the environment, and the area from Covid-19 can be heightened.

### **Research subject**

When discussing what and how to determine the research subjects, naturally, the expected information cannot be obtained without sources of information. More specifically, the subjects of this study were the "*Tuan Guru*" who helped provide the understanding to the public, particularly regarding the dangers of the Covid-19 virus on social media. These "*Tuan Guru*" act on behalf of themselves, the religious leaders, and representing their respective institutions or communities from Nahdlatul Ulama, Muhammadiyah, Nahdlatul Wathan, and the Islamic boarding schools in West Nusa Tenggara.

### **Types and Sources of Data**

Two types of data are used in this study, namely primary data, the one taken directly from the source (informants) without any intermediaries. These are sources of data taken from the informants "*Tuan Guru*" who have been determined in accordance with the decided criteria. Meanwhile, the secondary data, namely the ones obtained without using independent efforts. This data is obtained from 3 social media platforms, namely Facebook, Instagram, and Twitter. The data taken is a collection of netizens' activities, such as: comments, likes, and shares found on *Tuan Guru's* online forum or newsgroup (postings). These postings are in the form of appeals and advice aimed at West Nusa Tenggara netizens regarding the dangers of the Covid-19 virus spread, especially in West Nusa Tenggara.

### **Data Validity**

Checking the validity of the data obtained is necessary to ensure the validity and their relevance to the study. The inspection process is carried out based on four criteria (Moleong in Djaelani 2013), that is (1) *Credibility*, to ensure the degree of trust in the data obtained, (2) *Transferability*, that is, whether the data or research results can be transferred or applied to different situations, (3) *Dependability*, namely ensuring that research results refer to the consistency of researchers in collecting data, forming and using concepts when making interpretations to draw conclusions, (4) *Conformability* that is, whether or not the research results can be verified.

### **Data Analysis Procedure**

The data analysis procedures used in this study were (1) data reduction, (2) data presentation, and (3) concluding. Miles and Huberman stated in (Syaifullah 2008), that there are three qualitative data analysis



techniques, namely data reduction, data presentation, and conclusion drawing. This process continues throughout the research, even before the data is collected. These three stages are described as follows:

**Data Reduction:** Data reduction is one of the qualitative data analysis techniques. Data reduction is a form of analysis that sharpens, classifies, directs, removes unnecessary and organizes data in such a way that conclusions can be drawn. The reduction does not need to be interpreted as data quantification. Reducing also means summarizing, selecting the main things, focusing on the things that are important to look for themes and patterns to provide a clearer picture and make it easier for researchers to carry out further data collection and look for them if needed.

**Data Presentation:** Data presentation is one of the qualitative data analysis techniques. Data presentation is an activity when a set of information is compiled, thus giving the possibility of drawing conclusions. The form of qualitative data presentation is in the form of narrative text (in the form of field notes), matrices, graphics, networks, and charts. In other words, data presentation can be done in the form of brief descriptions, charts, relationships between categories, flowcharts, and the like. The presentation is done to map the reduced data and to simplify them when drawing the conclusion, and interpreting data.

Drawing conclusions is the result of an analysis used in action taking. Conclusions can be in the form of descriptions or depictions of an object that were previously vague become distinct. The initial conclusions put forward are still temporary and will change if strong evidence is found to support it at the next data collection stage. The conclusion will be convincing if it is supported by valid and consistent evidence.

## **RESULTS AND DISCUSSION**

*Tuan Guru's* preventing and counseling of Covid-19 in West Nusa Tenggara cannot be separated from the character building of the community itself. The circumstances cannot be exempted from religious, educational, and social aspects of the various West Nusa Tenggara communities. Character building is a process or effort carried out to foster, improve and form the character, psychiatric nature, morals of human beings (society) so that they show good morals and behavior based on *Pancasila* values. This is an effort made by school personnel, along with the parents and community members, to help children and adolescents to have a caring, opinion, and responsible character. This opinion indicates that character-forming is related to one's nature, internal feelings, soul, personality, character, behavior, and temperament. (Depdiknas, 2011).

The people of West Nusa Tenggara are known as religious communities. The religiosity can be seen in their interests in socio-cultural issues to undergo special training and strengthen the relationship between them. The religious and community activities carried out are strongly rooted in local religion and culture. These can be categorized according to their form of social piety.

The social piety is manifested in the form of "*selamatan*" which is carried out on various occasions as a form of expression of the understanding of the teachings of Islam and Sasak culture, such as '*selamatan begawe merani*' (wedding celebrations and other festive). In addition to *selamatan*, routine meetings carried out from house to house in various places on a rotating basis are also related to socio-religious life as a form of their social piety. This meeting is usually held on Friday nights in the form of *yasinan*, commemoration, and other religious activities.

Solidarity is an expression of social camaraderie feelings that materializes in a person. The sense of solidarity or someone's solidarity appears when others experience life difficulties, calamities and the like. Thus solidarity is a person's reaction to the calamities experienced by others. The criterion used to comprehend the value of this solidarity is *ukhuwah*. According to Asnawi (1998), the level of social solidarity of the Sasak people can be classified into three parts, starting from the lowest, middle or medium, and high solidarity level. The lowest level of solidarity of the Sasak people is at the level of independent knowledge (knowledge of wisdom). The lowest level of solidarity is usually dominated by the lower-class people such as farmers, low education workers, and those who have never received education at all. From an economic point of view, they

are classified as the lower middle class. Despite the validity of the data, several previous research results indicated that the level of social solidarity is not determined by economic and educational factors.

People of the lowest level of solidarity cannot distinguish or explain what, why, and how solidarity value is implemented in their daily life. Their stage of knowledge only finds out that community solidarity has positive values. Their knowledge is more influenced by family background and neighborhood. Their daily appearance is very innocent and their mindset is still very low.

The second or moderate level of community solidarity of the Sasak people is slightly higher than the first, namely in terms of their understanding. When asked about their views and opinions about the value of solidarity, people of this level know and can explain it. The benchmark used as an indicator of the people's knowledge at this level is that they have the same sense of fate and suffering as the others, but they have not reached the application level. The communities at this level are those who have received formal or non-formal education.

The third level or the highest level of solidarity for the Sasak people is the level of application (implementation). At this level, solidarity is more tangible. The solidarity value is materialized in the form of socialization, interaction, and consensus, or mutual agreement values. Sainun (2015) described several types of activities of the Sasak ethnics in detail that reflect solidarity and character values, including *belangar* (mourning), *betulong* (mutual helping), cooperation, *banjar* (social institution), *betangko* (reason for a celebration), and others.

Looking at the above overall forms of social solidarity of the Sasak people, it can be said that they have very thick cultural elements with the nuances of independence whose purpose and motivation are based on high religious consciousness. Various factors influencing the emergence of social solidarity namely the internal ones arise from within each member of the society as an appreciation form of their values of life. The internal factors emerge as a form of attitudes, beliefs, and values that underlie one's judgment in respecting others.

The next is external factors, namely factors that influence a person to strengthen with others, such as recommendations from religious leaders through regular recitation. The main factors for the emergence of this solidarity attitude are the manifestation of a high sense of Islamic brotherhood, socio-economic status, customs demands, environmental influences, and personality factors.

### **Tuan Guru's Counseling Effect on COVID-19**

The impact of the Covid-19 counseling carried out by Tuan Guru cannot be separated from the numbers of *pesantren* lodges in West Nusa Tenggara. The *pesantren* distribution in West Nusa Tenggara is quite large and is spread across all the districts and cities. The total number of Islamic boarding schools in West Nusa Tenggara is 683, which can be seen in the table below with the distribution of Islamic boarding schools in each region.

Table 1: Number of Pesantren in West Nusa Tenggara Barat in each region (2017-2018)

NO	Region	Pesantren
I	West Lombok	98 Pesantren
1.	Central Lombok	230 Pesantren
2.	East Lombok	188 Pesantren
3.	Sumbawa	15 Pesantren
4.	Dompu	48 Pesantren
5.	Bima	41 Pesantren
6.	West Sumbawa	8 Pesantren
7.	North Lombok	21 Pesantren
8.	Mataram City	20 Pesantren
9.	Bima City	14 Pesantren

Source: Kemenag.go.id

In 2017-2018, the total distribution of Islamic boarding schools in West Nusa Tenggara Province, West Lombok Regency based on the data of the Ministry of Religion was 98, Central Lombok Regency 230, East Lombok Regency 188, Sumbawa Regency 15, Dompu Regency 48, Bima Regency 41, West Sumbawa Regency 8, North Lombok Regency 21, Mataram City Regency 20 and Bima City Regency 14. Totally there were 683 Islamic boarding schools.

### **Tuan Guru's Social Construction in West Nusa Tenggara Province**

The initial thinking that underlies this research is that the social capital of West Nusa Tenggara community is built in religious reality. The process involves *Tuan Guru's* understanding of social capital in society, which is formed through his words, patterns of thought, behavior, and actions in preaching. As a "reality" and "knowledge", social capital is formed by the intertwined relationship between *Tuan Guru* and the society, where *Tuan Guru* has a role as a Center of Solidarity, an intellectual figure and builder of Islamic social capital or values of *akhlaqul karimah*.

The society and *Tuan Guru* are in a mutual, inseparable relationship. To understand the figure of *Tuan Guru*, one must also understand the condition of the surrounding community. Likewise, the condition of society cannot be understood without presenting the continuity of individual construction through their actions (both individually and in groups). This dialectical relationship between *Tuan Guru* and society involves the aspects of life coexistence such as economy, culture, and politics.

Most of the *Tuan Guru* in West Nusa Tenggara do not have a particular profession but have a strong influence on society. This situation is similar to the *Kyai* in Java who mostly immerse themselves in preaching rather than looking for a profession, but still have influence and encourage social dynamics (Horikoshi, 1990). There is an imbalance of power in the relationship between *Tuan Guru* and society, in which *Tuan Guru* dominates the area of the relationship. However, the dominance is in an area approved by the community; meaning that society openly accepts this inequality relationship. Therefore, this pattern of relationship can be seen as hegemony, a term coined by Antonio Gramsci.

The hegemony occurs partly due to the direct impact of *Tuan Guru's* strengths in the economy, including having better access to information compared to the general population. In other words, *Tuan Guru* has the advantages in the field of production both in the form of ideas as well as material, which makes him a reference

figure and a place to depend on by the community and students. (Ida, 2004) A *Tuan Guru*, with the power inherent in himself and supported by his strengths - mastery of information and expertise in the field of religion - then *Tuan Guru* can become a dominant organ in a social interaction system, whose influence extends almost to all areas of community life, especially in rural areas. Through this power, *Tuan Guru* can have a big influence on building the mindset of society and the social reality around it.

In this way, the Islamic social capital or moral values are built and instilled and nurtured so that it becomes the glue of the life of the people of West Nusa Tenggara. However, this power seems to be challenged by various parties. This influence has also appeared to be receding, although not diminishing. The power can fade but will not disappear, considering the strong roots of Islam in West Nusa Tenggara. He will continue to live in the form of a potential that can return to strength at any time. It is this upheaval of power and its impact on the building of *akhlaqul karimah* values, which give new nuances in this dissertation study.

When the COVID-19 pandemic hit West Nusa Tenggara Province in April 2020, almost all of *Tuan Guru's* preaching could not be carried out in full. *Tuan Guru* then uses the social media technology to communicate. There is no other way to attract the general public to gather. Social media is an effective means of reaching wider community. The main social media used by the general public in West Nusa Tenggara is Facebook. In this platform, *Tuan Guru* and his *da'wah* team can broadcast *da'wah* lectures, reply to comments, and hold questions and answers.

Tuan Guru's Role in the prevention of COVID-19

This analysis uses data from social media, be it Facebook, Instagram, and Twitter. In general, the analysis of *Tuan Guru's* role in COVID-19 counseling is seen from several roles during the pandemic, including:

### **Counseling and explanation of the MUI fatwa regarding the prevention of Covid-19 and worship practices**

At the beginning of the Covid-19 pandemic, public anxiety about the return of the people of West Nusa Tenggara Province and the arrival of tourists from outside the region was very strong. The various precautions that have been carried out by the government and the community have not been able to stem the Covid-19 pandemic that has plagued West Nusa Tenggara. Over time, the existence of victims who died resulted in greater public anxiety. In several places there has been a rejection of bodies, this is a matter of concern for *Tuan Guru* to initiate counseling in the face of Covid-19. TGH Zainul Majdi or known as *Tuan Guru Bajang* was a former governor of West Nusa Tenggara. According to *Tuan Guru Bajang*, the honor of the dead has the same rights as the living. Allah has guaranteed that those who die due to the plague as a martyr. The public should not have to worry because the funeral process for the COVID-19 body is done by health protocols. Furthermore, for families who are left behind, there is no need to worry that the body is not being treated according to Islamic provisions. This appeal was displayed on social media Facebook with a total number of likes 524, 32 comments. Comments from netizens regarding this appeal are that the majority feel enlightened in the face of the Covid-19 pandemic.

When the community continued to disobey the appeal against gathering, *Tuan Guru Bajang* also returned to provide counseling. Despite the issuance of various *fatwas* on the prohibition of gathering by world Islamic organizations such as in Saudi Arabia, Jordan, Morocco, Egypt, Yemen, many people in West Nusa Tenggara do not comply. The ulama organizations such as the fatwa of the Indonesian Ulama Council coupled with various regional ulama have also issued an appeal that there are still many people who ignore it. On the occasion *Tuan Guru Bajang* emphasized that the community is supposed to obey the ulama's appeal. As scholars are the heirs of knowledge from the prophets; *Tuan Guru Bajang's* appeal was displayed on social media Facebook with more than 1,400 likes and 108 comments.

This opportunity causes people to have a variety of opinions. Most are enlightened and calmed by the advice from *Tuan Guru Bajang*. As for others, this is a place to voice opinions. They want West Nusa Tenggara to close the port and airport access (lockdown). The local government has considered carefully to shutting

down this access. Seeing that the NTB economy is not yet fully independent and the large number of students coming from NTB makes it difficult for the government to decide to close down.

On another occasion, *Tuan Guru Bajang* was active in giving *tausiah* to the community, especially during the pandemic. In April 18, 2020, his *tausiah* was played again by the West Nusa Tenggara Provincial Secretariat's Public Relations and Protocol Bureau on Islam's teaching that avoiding harm must be given priority over seeking benefits. This *tausiah* was published on Facebook with more than 1400 likes and 66 comments. *Tuan Guru Bajang's* figure who has led West Nusa Tenggara for 2 office periods is very closely related to the people of NTB. Not infrequently do people miss his calming and intelligent figure.

The West Nusa Tenggara MUI chairman, Prof. Dr. H. Saiful Muslim, MM had conveyed directly the MUI's *fatwa* regarding the prevention of COVID-19 and worship practices. It is explained in the *fatwa* that everyone is obliged to protect himself from the dangers of the Covid-19 virus because it is the obligation of the *ummah* in religion. Patients who have been indicated to have the COVID-19 virus should carry out self-isolation to prevent transmission. In areas exposed to Covid-19, it is prohibited to perform worship in other public places that have the potential to become a source of spread. The community should prioritize the implementation of worship safely. One doesn't need to attend Friday prayers and other services that can cause large crowds to gather. These impressions were played on social media Facebook with the number of likes 522, 24 comments, and 583 shares. On this occasion, the community got a star's decree on whether or not to worship in a mosque. The community also hopes that every mosque is provided with a temperature detector and hand sanitizer for congregations who are in the safe areas.

### **Counseling and implementation of Eid al-Fitr Ramadan 1441 H**

The problem that arose again at the end of the month of Ramadan 1441 H was whether Eid prayer was allowed or not. Religious leaders and teachers from each region have expressed an appeal for the community to carry out the Eid prayer at home only. TGH. L. Gede Muhammad Khairul Fatihin, QH. S.Kom.I., MM, a Nahdatul Wathan figure, received 26 likes. Dr. H. Abdullah Arsyad, the Chairman of the MUI in Dompu Regency, received 94 likes and 32 comments. The chairman of PW Muhammadiyah NTB, H. Falahuddin, S.Ag, M.Ag, also invited Muslims and Muhammadiyah residents not to perform the Eid prayer at the mosques. This received 119 likes, 1 comment, and 16 shares. Muhammad Wildah, S.Pd. the Secretary of PD NW of North Lombok received 64 likes and 4 comments. Prof. Dr. TGH. Masnun Tahir the Chairman of the NTB PWNU Tanfidziah received 98 likes and 19 comments. Masyaikh MDQH NW namely Dr. TGH. Sholah Sukarnawadi, MA received 145 likes and comments 1. Drs. H. Azharuddin, M.Si representing the Head of the Office of the Ministry of Religion of East Lombok Regency received 113 likes and comments 12 times. Chairman of Syuria PCNU Sumbawa Regency, H. Zulkifli, received 64 likes. Meanwhile, the Chairman of PD Muhammadiyah Sumbawa Regency, Faisal Salim received 150 likes and 28 comments. Dahlan HAR received 91 likes and 19 comments. Drs. H. Suhaidin Abdullah, the Head of the Forum for Religious Harmony (FKUB) Bima Regency, received 103 likes and 6 comments. Rois Am Dewan Muntasyar PBNW namely TGH. M. Yusuf Ma'mun received 380 likes and comments 18. And lastly, Prof. Dr. H. Saiful Muslim MM, the Indonesian Ulema Council (MUI) West Nusa Tenggara received 381 likes, 159 comments, and 256 shares.

### **Analysis of the Role of Tuan Guru during the Covid-19 pandemic**

Based on the data collected, it is known that there were many *fatwas* and appeals coming from the MUI, religious leaders, and *Tuan Guru* in dealing with the Covid-19 virus. Seeing a large number of public responses in the form of likes, shares, and comments, it indicates that the public is fully aware of the dangers of the Covid-19 virus. With the large number of Covid-19 sufferers in West Nusa Tenggara, it is not the intention of the community to disobey the Master. However, the problems are more on the economic factors of the people in the middle to the lower economy levels. Apart from it, the income of the West Nusa Tenggara people

currently relies heavily on the tourism sector as their livelihoods. It is quite a tough job for the local government to start not only relying on the tourism sector but also to independently produce and use native products.

## **CONCLUSION**

Based on the completed research results, it can be concluded as follows: (1) the Islamic boarding school education institutions in West Nusa Tenggara Province have written and unwritten curricula that teach moral values such as morals to Allah SWT and among human beings; (2) *Tuan Guru's* social construction has a significant influence on religious, social and economic understandings in West Nusa Tenggara; (3) *Tuan Guru* is made as a reference since he can provide understanding to the public regarding the dangers of the COVID-19 virus; (4) *Tuan Guru* has a central role to influence the community perceptions in the prevention of COVID-19 virus.

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## **BIODATA**

**NAJAMUDDIN AMY:** Lecturer in West Nusa Tenggara and is now a postgraduate student in Airlangga University. Nowadays, he serves as Head of the Public Relations and Protocol Bureau of the West Nusa Tenggara Province.

**SUPARTO WIJOYO:** Associate Professor at Faculty of Law, University of Airlangga. He is an outstanding researcher and lecturer. The areas of his expertise are environmental law and local government. He are the chairman of the Centre for constitutional studies, regional autonomy, and environmental policy at the Faculty of Law, Airlangga University. He is also one of vice director of postgraduate school, University of Airlangga, Surabaya Indonesia.

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### Sharia banking dispute resolution in Indonesia after the verdict of the constitutional court no. 93/puu-x/2012

*Resolución de controversias bancarias de sharia en Indonesia después del veredicto del tribunal constitucional no. 93 / puu-x / 2012*

**SRI WINARSI**

<https://orcid.org/0000-0002-7932-2250>  
sri.winarsi@fhunair.ac.id  
University of Airlangga, Indonesia

**PRAWITRA THALIB**

<https://orcid.org/0000-0003-1025-9967>  
prawitra@fh.unair.ac.id  
University of Airlangga, Indonesia

**SRI HAJATI**

<https://orcid.org/0000-0002-5809-5677>  
sri.hajati@fhunair.ac.id  
University of Airlangga, Indonesia

**MOHAMAD NUR KHOLIQ**

<https://orcid.org/0000-0002-0281-7669>  
mohamad.nur.kholiq-2017@fhunair.ac.id  
University of Airlangga, Indonesia

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#### ABSTRACT

Constitutional Court has issued a verdict No. 93/PUU-X/2012 that repeal and declare the provisions of Article 55 paragraph 2 of the law No. 21 year 2008 on Sharia banking null and void. The method used in drafting this article is normative research using a conceptual and statutory approach, which results in the conclusion that due to the principle of Sharia banking operations differ from conventional banking, the procedure for the settlement of the dispute must also be different, which in this case is the religious court.

**Keywords:** Choice of forum, dispute, sharia banking.

#### RESUMEN

El Tribunal Constitucional ha emitido un veredicto No. 93 / PUU-X / 2012 que deroga y declara nula y sin efecto las disposiciones del artículo 55 párrafo 2 de la ley No. 21 del año 2008 sobre la banca Sharia. El método utilizado en la redacción de este artículo es una investigación normativa con un enfoque conceptual y estatutario, lo que da como resultado la conclusión de que debido al principio de la Sharia, las operaciones bancarias difieren de la banca convencional, por lo que el procedimiento para la solución de la controversia también debe ser diferente, que en este caso se trata en el tribunal religioso.

**Palabras clave:** Banca de la sharia, disputa, elección de foro.

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## INTRODUCTION

Sharia banking is a bank institution that underlies the operational activity of its banking in accordance with the aspects of economic life based on Islamic Sharia principles. In its system, sharia banking avoids the interest system in operating its business (Thalib *et al.*, 2019). The existence of Sharia banking in Indonesia can be used as an alternative solution to the question of the conflict between interest and *riba* that is often debated by Indonesian people. This is because the majority of Indonesian citizens are Muslims who mostly avoid the business of usury or *riba*. Conventionally, the role of banking is to raise funds and drain funds in accordance with the laws and regulations of conventional banking. In conventional banking system known term interest. Interest is the advantage or addition of the principal asset, in the Sharia banking language most of the interest of the bank is interpreted as a *riba* on Islamic banking (Usanti & Thalib, 2020). There is a solution of the prohibition, namely the existence of profit sharing. Profit sharing is a principle that relates to the sharing of profits fairly and according to the ratio in the contract between the customer and the bank. Profit sharing is familiar with the name of the system for the outcome here is the basic foundation for the sharia banking operations as a whole (Thalib *et al.*, 2018).

The history of the birth of Bank Muamalat Indonesia as the first sharia Bank in Indonesia in 1992 occurred in the support of legislation No. 7 year 1992 on banking (Wibisono, 2009). Then in the year 1999, sharia bank grew rapidly due to adequate regulatory support, namely Act No. 10 of 1998 on the amendment of Law No. 7 of 1992 and Law No. 3 of 1999 on Bank Indonesia. In 2002, Bank Indonesia corrected the rules on Sharia business units through Bank Indonesia Regulation No. 4/1/PBI year 2002 on the change of business activities of conventional general Bank into commercial banks based on Islamic principles (Thalib, 2018a) and opening of Bank offices based on sharia principles by conventional banks (Thalib, 2018a). Sharia banking industry officially entered a new era in year 2008 and has sharia banking regulation of Law No. 21 year 2008 on sharia banking.

Since sharia banking has undergone considerable development after the ratification of Law No. 21 of 2008 on Sharia banking, many sharia banking disputes are often faced by the public. Basically, the settlement of Sharia banking disputes has been discussed in Law No. 21 of 2008 in chapter IX of the dispute resolution of article 55 paragraph (1), (2), and (3) which states:

Settlement of banking disputes is conducted by the courts within the judicial environment of religion; In case the parties have promised the settlement of the dispute other than as intended in paragraph (1), the settlement of the dispute is conducted in accordance with the contents of the contract. The settlement of the dispute as referred to in paragraph (2) shall not contradict the Shariah principle. In the explanation of the article and verses are: Quite clear The meaning of "dispute resolution is done in accordance with contract" is the following attempt; Deliberation; Mediation of banking; Through the National Sharia Arbitration Board (Basyarnas) or other arbitral institutions; and/or Through the courts in the environment in the general judiciary. (3) quite clear.

In the explanation in Article 55 paragraph (2) LAW No. 21 year 2008 explained that the commendation with "settlement of disputes conducted in accordance with the content of the agreement is a dispute resolution effort in the manner of deliberation, banking mediation, through the National Sharia Arbitration Agency (Basyarnas) or other arbitral institutions and or through the courts in the public judicial environment. The explanation is a problem surrounding the authority to resolve sharia banking disputes because in the explanation there are dualism of the designated litigation institutions, namely the Justice of the religion in article 55 paragraph (1) Act No. 21 of 2008 and the District Court (explanation on Article 55 paragraph (2) Act No. 21 year 2008).

Then there is a verdict of the Constitutional Court (Hereinafter referred CC) No. 93/PUU-X/2012 on the subject of material test of Law number 21 year 2008 on sharia banking, the dispute resolution dualism is eliminated. The Constitutional Court's decision also essentially strengthens the authority of the religious court in resolving sharia banking disputes through litigation (Imaniyati, 2015). But raises new problematics regarding the resolution of non-litigation path disputes. Therefore, after the verdict of the Constitutional Court No.

93/PUU-X/2012 then Timbu as a result of the law void and the norm is blurred in Article 55 paragraph (2) of Law No. 21 of 2008 on Sharia banking. Based on this, the authors will try to explain more about the settlement of Sharia banking disputes after the verdict of CC number 93/PUU-X/2012.

## **METHODOLOGY**

The method used in drafting this article is normative research using a conceptual approach and a statutory approach, which results in the conclusion that due to the principle of Sharia banking operations differ from conventional banking, the procedure for the settlement of the dispute must also be different, which in this case is the religious court.

## **RESULT AND DISCUSION**

Analysis of The Verdict of Constitutional Court No. 93/PUU-X/2012 Concerning The Judicial Review on Article 55 Sharia Banking Law.

Based on Constitutional Court verdict No. 93 number 93/PUU-X/2012, authority to adjudicate Sharia banking disputes pursuant to Article 50 of the general judicial law, the District Court is authorized to deal with civil disputes at the first level whereas the religious court pursuant to article 49 of the Judicial Justice Act is authorized to deal with the first level of dispute between the Muslims who are one of the sharia economics in particular the sharia banking dispute in Islam including the rulings classification. Under the authority to adjudicate sharia banking disputes, by applying the principle of *Lex specialist Derogat legi generalis* religious court is a *Lex specialis* of authority owned by the District Court. It is appropriately applied given that in applying the principle should pay attention to 3 (three) principles (Widodo, 2016).

First, the two legislation must be in the same hierarchy. Secondly, both laws must be in the same regime. In this case already fulfilled the principle that is, in the same hierarchy, namely the law and both are in a regime, namely the regime of judicial power. Third, in the case of such principle the terms obtained in the general legal rules shall remain in effect, except as specifically stipulated in the specific law. Accordingly, the existence of the Constitutional Court verdict, then the authority to examine, terminate and resolve Sharia banking disputes is the absolute authority of the religion court authority as long as stipulated in the Act of Religion Court. Then the provisions of Article 55 paragraph (2) of the Law number 21 year 2008 on sharia banking states: "In the event that the parties have promised the settlement of the dispute other than as intended in paragraph (1) of the settlement of disputes conducted pursuant to the content", in this case means the settlement of disputes other than the religion Court can only be done if The *akad* (Islamic contract) here is likened to a covenant that the principles of the Treaty apply also to the contract. In the agreement there is a principle of freedom of contract (freedom of contract) meaning that the parties are free to contract and arrange for themselves the contents of the contract. (Widodo, 2016).

Similarly, in chapters 55 paragraph (2) of Law No. 21 of 2008 on sharia banking should provide freedom for the parties to determine the settlement of its disputes. A legally made agreement will have a binding law. As for the validity of an agreement in article 1320 Indonesia Civil Code there are 4 (four) conditions that must be filled namely, 1) agree those who bind themselves, 2) capability to make contract, 3) A certain thing (object of Agreement), and 4) a lawful cause (not contrary to law, public order and morality). If the validity of a contract is fulfilled, then the agreement has a full legal bond in clause 1338 Indonesia Civil Code stating "All agreements made legally valid as laws for those who make it". With the validity of the agreement as a law for those who make it then the provisions of the agreement is a more specific provision of a law. As is the case in article 55 paragraph (2) of the law number 21 of 2008 on Sharia banking, if the parties have agreed to the resolution of

the dispute, then the provisions of the agreement are executed. With the validity of the agreement as a law for those who make it, the agreement has contained an element of legal certainty.

The verdict of the Constitutional Court No. 93/PUU-X/2012, then concerning the settlement of banking disputes under the scope of Law No. 3 of 2006 on religious justice is possible resolved in the environment of the General Court. However, with the decision of the Constitutional Court with respect to the Decree No. 93/PUU-X/2012 with the decision that is: stating the explanation of Article 55 paragraph (2) contrary to the Constitution of Republic Indonesia 1945 conditional and has no binding legal force except as follows (Widodo, 2016) (1) agreed to the parties based on deliberation in the contract. (2) The election of the courts in the general judicial environment may be selected and only between sharia banking and non-Moslem customers (not the subject of religious courts), while for customers and sharia banks if there is a dispute and the customer is an Islamic religion must be in the religion court.

### **The Legal Consequences Explanation of Article 55 Paragraph 2 of The Law No. 21 Year 2008 on Sharia Banking**

After the verdict of the Constitutional Court No. 93/PUU-X/2012 which has explained that the explanation in Article 55 paragraph (2) of Law No. 21 of 2008 on Sharia banking is stated that no legal force is binding, then in this case if there is a dispute both the sharia bank and the customer no longer have to follow the explanation of Article 55 paragraph (2) in Basically, if there is a dispute on sharia banking, deliberation remains an alternative option before being taken to the next level when not finding the meeting point. Deliberation is an initial option for the sharia banking disputes as it is the communication of two parties designed to reach an agreement (Manan, 2006). In addition to deliberation, banking mediation is also an alternative disputes. It is based on Indonesia Bank Regulation (hereinafter called PBI) No. 10/01/PBI/2008 concerning PBI change number 08/05/PBI/2006 on banking mediation. In the implementation of mediation, Bank Indonesia does not provide dispute resolution decisions to both customers and banks. In this case, the implementation of mediation is conducted by an independent banking mediation agency established by the Banking Association. The mediation process can be done at the nearest Bank Indonesia (Indonesia Central Bank) office with the customer's domicile to dispute. In the decision of the Constitutional Court No. 93/PUU-X/2012 does not affect the power of banking mediation. Banking mediation is still an alternative if the disputing parties have agreed not to bring the dispute to an advanced level that is in this case the religious court. However, in that case the disputing parties must remain clearly listed in the contract.

The verdict on the Constitutional Court No. 93/PUU-X/2012 also describes the existence of the National Sharia Arbitration Agency (hereinafter called Basyarnas). The ruling does not offend or narrow the authority of Basyarnas as an alternative to sharia banking dispute resolution. However, to reinforce the parties in dispute if they wish to bring their tickets to Basyarnas, it must clearly include the contract when the customer and the Sharia bank do a treaty. Through the verdict of the Constitutional Court No. 93/PUU-X/2012 also expressly describes the authority of the general judiciary. The Constitutional Court ruling explains that the courts within the scope of the general judiciary must refuse to accept and deal with sharia banking disputes, because if accepting and addressing disputes will be contrary to article 25 of Law No. 48 year 2009 on judicial power. In the competence of the District Court is not authorized to handle sharia economic disputes which in this case include sharia banking.

### **The Legal Consequences of the Parties in Dispute after the Verdict of the Constitutional Court No. 93/PUU-X/2012**

The verdict of the Constitutional Court No. 93/PUU-X/2012 raises the new norm especially in the case of Sharia banking dispute resolution. The choice of parties in resolving the dispute that is already in the explanation of Article 55 paragraph (2) of Law No. 21 of 2008 on sharia banking in some cases raises an uncertainty law that harms the parties. This is because there is an overlaps of the authority to prosecute matters because there are two courts given authority to settle sharia banking disputes. In fact, under Act No.

3 of 2006 on religion courts it has been explicitly explained that the religious court was given the authority to settle sharia banking disputes because the dispute was entered into the Sharia economic realm. The settlement of banking disputes is absolutely the authority of the Court of religion. As of article 49 letter (i) Act No. 3 year 2006 concerning amendment to law number 7 year 1989 concerning religious court and Article 55 clause (1) of Law No. 21 of 2008 on Sharia banking.

The parties who conduct the sharia banking activities can make choices when there is a dispute that occurs in the customer and the sharia bank to not agree to resolve the dispute through the courts of religion. However, it must be clearly contained in the contract of the parties and should clearly mention if any dispute should be resolved through what is already contained in the contract. Then with the verdict of the Constitutional Court No. 93/PUU-X/2012 stating the explanation of Article 55 paragraph (2) of Law No. 21 of 2008 on Sharia banking. The parties no longer have to resolve disputes non-litigation on deliberations, banking mediation, arbitration through Basyarnas. However, in this ruling, the parties in resolving the dispute may pursue other non-litigation pathways such as consultation, negotiation, conciliation or expert judgment.

Due to the ruling on the verdict of the Constitutional Court No. 93/PUU-X/2012 against Non-litigation dispute settlement of Sharia banking

Business activities including business with sharia systems may not be completely avoided from disputes between the parties. In anticipation of this, business people and business law experts are looking for an effective and efficient form of dispute resolution to resolve the problem. Real conflicts are resolved by implementing real legal norms and in accordance with applicable positive laws. There are three elements in the concrete law: (Mertokusumo, 2004) A) The rule of law relates to human behavior, both active/real or passive conduct do not do so; b) The rules of law are generalized that govern a particular conduct in a certain situation; c) The legal regulations are prescriptive/determining what should be, and d) the general nature according to time. The law on the principle is valid for no specific/general time until revoked or there is a new regulation.

In the resolution of the dispute in the field of Sharia banking before the decision of Constitutional Court No. 93/PUU-X/2012, there is still a choice in resolving disputes that can be in the courts of religion or general Court. However, with the issuance of Verdict No. 93/PUU-X/2012, the authority to prosecute Sharia banking matters that enter the realm of sharia economics, then the competent judge of the dispute is the religion court. This was strengthened by the Law No. 3 of 2006 on religion court. The verdict of Constitutional Court number 93/PUU-X/2012 is an important thing to improve the service to the community by preparing the strengthening of material law and the law of the Sharia Law compilation (hereinafter called KHES). So normatively, sharia banking disputes become the competence of the religion court since the validity of the Act No. 3 year 2006 year. However, creating a new problematics because of the ruling there is a legal void regarding the settlement of disputes through non-litigation path. This is because the Constitutional Court has clarifying all explanations of Article 55 paragraph (2) in which it contains non-litigation dispute resolution forms. This situation makes the main norm in article 55 paragraph (2) to be blurred, resulting in a void of law.

In answering the problem of law in the form of a vague norm and the void of law, it should also be discussed the provisions of article 10 paragraph (1) of Act No. 48 year 2009 on judicial power, which states the court shall not be able to inspect, prosecute and discontinue any matter submitted to it, with the legal evidence is not present or unclear. The essence of Article 10 paragraph (1) is a non-determined basis of refusing an object (*rechtsweigerung*).

The principle of *rechtsweigerung* is the forerunner of the theory of discovery of the law due to a no-clear or unclear law. Therefore, if the judge does not find its law in the written rules, then the judge must seek his law outside the written law as affirmed in article 5 paragraph (1) Act No. 48 year 2009 on judicial power, the judge is obliged to dig, follow, and understand the legal values that live in society. The provisions of the legislation that are generally and abstract, are not applicable directly to concrete events, therefore the provisions of the law must be meant, described or construed and adjusted for the event to be applied to the

occasion. His legal events should be sought first of his concrete events, then law interpreted to be enforceable. The method of discovery of law commonly used in the practice of law discovery by judges is a method of interpretation and construction (Mertokusumo, 2004). This method of interpretation as a means to know then the law, this method is used against the law rules are unclear and incomplete.

Based on the explanation on the previous paragraph, the occurrence of the legal void after the verdict of the Constitutional Court No. 93/PUU-X/2012 of Article 55 paragraph (2) of Law No. 21 of 2008 on Sharia banking, then to fill the void of law and explain the norms of the norm, then methods interpretation is very appropriate to use as a solution to the problem (Thalib, 2013).

The interpretation method is suitable for filling the void and the blurring of the norm Article 55 paragraph (2) of Law No. 21 of 2008, then a method of systematic interpretation, i.e. methods of interpreting legislation by linking it to other laws or regulations, or with the entire legal system. In this case, article 55 paragraph (2) Act No. 21 of 2008 on sharia banking can be attributed to a systematic interpretation by looking at Act No. 30 year 1999 on arbitration and Alternative dispute resolution which provides the possibility of settlement of disputes through non litigation procedure.

### **Implementation of Constitutional Court verdict No. 93/PUU-X/2012**

In order to implement the law as a system, it is necessary to have a method of finding a law that becomes an adjustment between existing laws and concrete events that occur in the community. Therefore, the existing law needs to be explained, interpreted, equipped and created by its legal rule in order to be found. As explained in the previous sub-chapters of the method of discovery of the law in theory is distinguished into three types namely interpretation methods, methods of argument and methods of free legal finding (Mertokusumo, 2004). The method of interpretation of the understanding is the method or means of providing an interpretation of the text that is considered unclear, so that the legislation can be applied to certain concrete events. The teaching of interpretation in the discovery of the law is known also by the term legal hermeneutics. The method of Argumentation is also called the legal reasoning method or reasoning.

The process of finding a law that uses this method or way can be done in several ways. While for the free legal finding method is where the judge sees the act only as a tool in creating the law on its own basis as a judge who can find the law and should not absolutely adhere to the existing legislation. Thus the judges are required to create the right solution for a concrete event (Riyanta, 2008).

Implementation of Constitutional Court verdict No. 93/PUU-X/2012 for Sharia banking dispute resolution can be realized, among other things through the implementation of the method of discovery of existing law based on Islamic principle and Islamic legal maxim (Thalib, 2018b) so that the ruling can apply and have the legal force for the institution. Sharia banking is part of the sharia economy and hence there is a common essence covered by Sharia law. The verdict of the Constitutional Court No. 93/PUU-X/2012 is essentially a part of law enforcement that provides an affirmation of the competency in the judiciary of religious justice in the field of Sharia economics. Therefore, against disputes in sharia finance and business institutions outside Sharia banking, this ruling also applies. This means that the agreement between the Parties shall be disputed and unlawful, and the Parties in establishing the agreement choose the district court forum for the settlement of Sharia banking disputes. The district court judges should not accept the dispute, even if the parties have agreed through written agreement.

### **Hopes And Challenges Of Sharia Banking Dispute Resolution After The Verdict Of The Constitutional Court No. 93/PUU-X/2012**

Constitutional Court verdict No. 93/PUU-X/2012, provide a great opportunity for the justice of the religion because the explanation of Article 55 paragraph (2) of Law No. 21 of 2008 on Sharia banking is not to bind the explanation of the article then this authority with and immediately be in the religious court because the meaning of having no binding law strength is the result of the law does not apply rules that contain equations

that may occur in the future. So in this case it is not an mandatory binding for all organs of the State, both central and regional levels as well as all other authorities (Maddatuang, 2013).

The verdict of the Constitutional Court No. 93/PUU-X/2012 is expected to the community in particular who understands the law to know if there is a dispute about sharia banking should already understand the authority of the Court (litigation) where to resolve the Sharia banking dispute. In the event that non litigation should also be understood, after the verdict of the Constitutional Court No. 93/PUU-X/2012 which has explained that the explanation in Article 55 paragraph (2) of Law No. 21 of 2008 on Sharia banking is stated that no legal force is binding, then in this case see Act No. 30 year 1999 concerning arbitration and Alternative dispute resolution which provides the possibility of settlement of disputes through non litigation procedure.

In the face of the challenge of the public or the most special Sharia business perpetrators against the management of Sharia banking disputes is very large. This is because the religious courts are not separated from the stigma inherent in the religious courts are merely authorized to prosecute the case of marriage, Talak (Islamic divorce procedure), divorced and heir. So there needs to be a particular awareness of legal practitioners to understand the verdict of the Constitutional Court No. 93/PUU0X/2012. On the other hand, the Constitutional Court verdict also needs to increase the human resources of religion court judges by deepening and strengthening the economic sciences both conventional and Islamic economics, this is because sharia banking disputes have been the authority of the religion court.

## **CONCLUSION**

Due to the verdict of the Constitutional Court No. 93/PUU-X/2012 which has decided about the explanation in Article 55 paragraph (2) Act No. 21 of 2008 on Sharia banking is stated no legal force binding, then in this case, in case of a dispute both the sharia bank and the customer shall no longer have to follow the explanation of Article 55 paragraph (2) in selecting a dispute resolution non-litigation. Basically, if there is a dispute on sharia banking, deliberation remains an alternative option before being taken to the next level when not finding the meeting point. The legal consequences after the verdict of the Constitutional Court No. 93/PUU-X/2012 also explained that in particular the authority of the District court to prosecute sharia banking disputes can not be used anymore, but for the Basyarnas (Islamic Arbitration) can still be used as long as agreed by the parties when the contract. Implementation of Constitutional Court verdict No. 93/PUU-X-2012 against the settlement of Sharia banking non litigation disputes, article 55 paragraph (2) of Act No. 21/2008 on Sharia banking can be attributed to a systematic interpretation by looking at Act no. 30 year 1999 on arbitration and Alternative dispute resolution which provides the possibility of settlement of disputes through non litigation procedure.

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**BIODATA**

**SRI WINARSI, S.H., M.H:** Lecturer in Law at the Airlangga University Faculty of Law specializing in state administrative law, licensing, statutory law, and legislative techniques and public information disclosure.

**PRAWITRA THALIB, S.H., M.H:** Born in Jambi Province, 16 September 1985. He obtained his doctoral degree by Cum laude Honour. His expertise in Islamic Law, Banking law and Islamic Banking Law. Moreover, he is mostly conducting researches in Banking Law and Islamic Business Law topics.

**SRI HAJATI, S.H., M.S:** Professor of Law at the Faculty of Law, Airlangga University, specializing in agrarian law, spatial law and land rights law.

**MOHAMAD NUR KHOLIQ:** Born in Jombang, December 2, 1998. A student at the Faculty of Law, Airlangga University, with a focus on Islamic Business. Now he is also part of the legal staff of the University of Airlangga Social Fund Management Center (PUSPAS).

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# Essence of Muhammad Hatta's democracy: relevance to the development of regional autonomy

*Esencia de la democracia de Muhammad Hatta: relevancia para el desarrollo de la autonomía regional*

MAT JALIL

<https://orcid.org/0000-0002-7547-5946>

[buangjalil@gmail.com](mailto:buangjalil@gmail.com)

IAIN METRO, Lampung, Indonesia

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### ABSTRACT

The purpose of this article is to critically and systematically find out, inventory, and interpret the concept of Muhammad Hatta's democracy. The method used is library research. Data analysis was carried out by using elements of qualitative research method in the field of philosophy, which includes historical methods, descriptions, internal coherence, and hermeneutics. The theory used is Colar Gould, which is a four theses work of the concept of freedom. The results show a concept of freedom that must be more widely understood on the availability of social and material conditions, legal politics, as well as socioeconomic equality, reciprocating equality of participation.

**Keywords:** Democracy, Muhammad Hatta, regional autonomy.

### RESUMEN

El propósito de este artículo es descubrir, inventariar e interpretar de manera crítica y sistemática el concepto de democracia de Muhammad Hatta. El método utilizado es la revisión bibliográfica. El análisis de datos se realizó utilizando elementos del método de investigación cualitativa en el campo de la filosofía, que incluye métodos históricos, descripciones, coherencia interna y hermenéutica. La teoría utilizada es Colar Gould, que consta de cuatro tesis del concepto de libertad. Los resultados muestran un concepto de libertad que debe entenderse más ampliamente sobre la disponibilidad de condiciones sociales y materiales, políticas legales, así como la igualdad socioeconómica y reciprocidad de participación.

**Palabras clave:** Autonomía regional, democracia, Muhammad Hatta.

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## **INTRODUCTION**

Indonesia since the era of colonialism has lost its freedom. It was preceded by autocratic rules, and feudalism carried out by kings and invaders, causing the oppression of Indonesian people. After the independence of Indonesia, the existing theories of freedom can be just applied. Indonesia has experienced three periods of power, namely the period of independence revolutionary, the period of national development and the period of reformation. Every time, there have been various kinds of democratic experiences that show the glory of the nation, in addition there are also concerned experiences. The concern can be seen during the Old Order government with guided democracy turned out to have caused a not-conducive situation of political, economic, and security. During the New Order era, the government tended to be militaristic; bringing so many negative impacts that causes a sense of injustice in all aspects. During the reform era, anarchist phenomena became more prominent, conflict resolution by violence had become a political model as if it had been institutionalized in Indonesian society.

The idea of Muhammad Hatta as the proclaimer, the Founding Fathers of the Republic, as well as being the Vice President, had accommodative principle ideas in his struggle, not only in economic development, especially cooperatives, and economic politics. Muhammad Hatta is also a scholar, political expert, and state administration expert.

The freedom of the people as individuals to determine all problems of community life is based on the concept that humans are free from all other human restraints. Some rules in society are required to protect individual freedoms from conflicts. It means that the applicable regulations become law in society. The basis of Indonesian democracy is listed in the fourth paragraph of the Preamble to the 1945 Constitution.

Indonesian democracy is a Pancasila democracy based on the basis of genuine democracy that lives in Indonesian villages. Democracy in Indonesia must continue because of (1) The ideals of democracy that lived in the nationalist movement in the colonial era which gave encouragement to the struggle for independence and (2) The native life of the Indonesian nation based on democracy, which is still present in Indonesian villages (Hatta: 1960a).

Muhammad Hatta's political thinking developed and became a strategy to achieve an independent Indonesia. Muhammad Hatta's idea of democracy is that the sovereignty of the people of Indonesia's creation must be rooted in the association of one's own life which is characterized by collectivism.

Indonesia consists of various islands and ethnic groups, so every small and large group needs to get autonomy, get the right to determine their own destiny (Gonggong: 2002). A Republican state with decentralization illustrates the division of regional autonomy powers in which regions are given power to regulate their regions. Democratic governance must apply at lower levels of government, so the principle of regional autonomy in implementing governance is absolutely necessary. Indonesia is one and inward consisting of several bodies, and regions, consisting of Provincial and Regency/City levels, each of which has autonomy.

One of the pioneers of the idea of regional autonomy is Muhammad Hatta. Muhammad Hatta states that the development of democratic governance must apply to lower levels of government. It could be realized in the Indonesian state today, given the essence of democracy is intended to reveal Muhammad Hatta's ideas about the struggle for independence and the progress of the Indonesian people.

## **Democracy**

Democracy is literally a people's government to refer to various types of social structures in society including political democracy, economic democracy and social democracy. The term democracy applies to organizations as well as to the state. It has similarities in determining power holders based on choice rather than appointment. The holder power in a democracy is elected by all its citizens and has the same rights and responsibilities.

Democracy in Indonesia in accordance with the opening of the 1945 Constitution uses Pancasila democracy, where the sovereignty of the people is based on God Almighty, Humanity that is just and civilized,

Indonesian Unity, Society led by wisdom in deliberation / representation, and by realizing social justice for throughout the Indonesian people (Kirdi Dipoyudo: 1985) with the democratic Pancasila will lead to and determine political actions.

Political equality does not necessarily guarantee prosperity, therefore political equality must be developed into economic equality and social equality, by expanding economic and social democracy, reducing social inequality between the rich and the poor, political struggles, and increasing public participation towards prosperity and justice.

The main points of democracy include the sovereignty of the people, representative government, free consent of the people, the exercise of social rights, limited governmental power (Kirdil Dipoyudo: 1985). The implementation of government is limited by the people, from the people and for the people. Democracy (Swasono: 1992), can work well if there is a sense of responsibility and tolerance towards political leaders. To carry out democracy in the basics of humanity must be carried out in all aspects of life, including the relationship of people and people, between employers and laborers, between nations, association of life must be encompassed by an atmosphere of kinship and brotherhood.

Building people's sovereignty should be sourced from human nature. Human nature requires relationships with each other, relationships not only for personal progress, but also for mutual progress. Living together presupposes politics, and politics presupposes individual rights and obligations that must be accepted and given to build society (Alfarizi: 2009). Society is politically dependent on each individual and society will be destroyed if the individual is not given the opportunity to develop themselves.

### **Muhammad Hatta's democracy**

Indonesia is a democracy based on Pancasila. Pancasila democracy can only live if it is based on the law, for that the government needs a firm hand (Hatta: 1980) in order to people know that every action against the law has its sanctions. People's democracy based on consensus agreement, not based on numbers where the majority must not oppress the minority. Democracy during the reform era loses the metaphysical dimension of God, so that there is an abuse of power that is carried out under the guise of democracy. This situation actually becomes counter-productive because of the very large problem gap between speech and action. It is formally god but in action as if not god. Maintaining the continuity of democracy is to turn on the metaphysical dimension as a moral foundation in democracy, moral decline is the cause of the destruction of democracy, for that it is necessary to create individuals who have high moral integrity through improving cadre education, by improving the lives of society as a whole.

The ideals of people sovereignty for Muhammad Hatta is eliminating the cultural nationalism and strata in society, increasing the degree of the people through cooperatives, fostering unity in the bosom of many people, and programs solely based on people's needs. People's sovereignty is a democratic government, where people's opinions about justice are the source of all power (Hatta: 1980). Justice being the source of all power requires mutual cooperation to make it happen.

Democracy is based on political, economic and social democracy. The inaccuracy of democracy in Indonesia is occurred when democracy is only understood as political democracy, while economic and social democracy lacks place. According to Muhammad Hatta, political democracy alone does not carry out equality and brotherhood, in addition to political democracy there must be economic democracy. The ideal of Indonesian democracy is social democracy encompassing the entire environment that determines human destiny (Hatta: 1960b). The ideals of social justice become a program to be implemented in the practice of national and state life. To realize the ideals of democracy in Indonesia, responsibility and tolerance must be fostered. Democracy without responsibility and tolerance will slip into anarchy, autocracy and in turn will eliminate democracy.

The people are the holders of the deciding authority, because the people hold sovereignty. Therefore, the people must be given the opportunity to empower, efforts to empower the community by giving various roles.

Democracy in Indonesia, the people is who determine, the people have the power and dominance to create their freedom. The people must be given autonomy, decentralized regional autonomy in regencies and cities.

The rationale for putting autonomy in the regency is the reality that exists in the people of Indonesia who are *Bhineka Tunggal Ika* which means diverse needs to be given strength in the framework of efforts to democratize shared life and must start from the bottom. The rationale is an effort to accelerate the process of strengthening the position of the people, so that democratization and prosperity will be more open and faster.

Putting regional autonomy in regencies and cities is to bring democracy responsible, not to discard the role of the province. Province is a coordinating body of regencies in its environment (Hatta: 1966). The thought of regional autonomy is intended to create a life together and prosperous. Indonesia as the Republic United Nations of Indonesia is a shared identity, while autonomy as a form of sovereign people who have sovereignty creates independence and with the principle of kinship to achieve mutual prosperity. The position of the province is to act as a coordinator connecting districts, cities and the central government. Through regional autonomy, the people have the freedom to grow in creative dynamics both personally and collectively along with the people are given a central position to sovereign to obtain space for freedom and prosperity together.

The basic principle in the administration of regional autonomy contained in the Act No. 22 of 1999, has now been changed to the Act No. 32 of 2004 which contains the principle of decentralization. Therefore, the autonomy owned by regencies is round and full, provinces carry out more assistance, coordination task. The idea of the Act Law No. 32 of 2004 is a contribution of Muhammad Hatta's thoughts which wants the province to become a coordinating body of the regencies in its environment (Hatta: 1966). The implementation of provincial autonomy carries out more de-concentration and assistance tasks, but in reality provincial and central government interventions cannot be avoided.

The Act No. 25 of 1999 on Financial Fiscal between the central and regional governments states financial balance between the central and regional governments as well as equal distribution between regions proportionally, democratically, fairly and transparently, taking into account regional potentials, conditions and needs. The Act No. 25 of 1999 will affect the management of regional finances. This relates to autonomy which in essence gives power, authority and breadth to local governments to regulate and determine the use of funds to carry out regional functions.

The purpose of regional autonomy is to improve public services and advance the regional economy. This purpose is in the context of providing regional strengthening to grow businesses through self-help to make the region able to empower its natural environment.

The main characteristic of regional autonomy is the existence of executive Regional Representative Institutions that functions as local political institutions. Consequently, at the level of local government, local people's representative institutions become the main actors in determining policy which implies that the performance of regional executives is very much determined by the performance of the regional legislative body. Autonomy means gaining the right to regulate people's own destiny, regulate government according to people's own needs and beliefs, but must not encounter to basics of general government. So, outward Indonesia as unitary state and inward consists of several bodies that have broad autonomy for the regions.

### **Philosophical Reflections on the Idea of Muhammad Hatta's Democracy**

The most concrete manifestation of the essence of Muhammad Hatta's democracy is when social justice is created, both distributive, commutative and legal. Indonesian state politics has undergone several changes, the Old Order, the New Order and the Reform Order. Social justice should have been created, but in the reality of Indonesia is still in decline. This situation clearly shows a fundamental misunderstanding of the meaning life of national and state. Basic misconceptions are indicated on the basis of village democracy as a field for training to develop democratic attitudes, which impact on the ontological status of democracy (what democracy really is), epistemological status (the process of democracy offered) and axiological status (for what the state democracy established).

## **Ontological foundation**

Issue of the ontology is people face how to explain the nature of everything that exists. Ontology investigates the order and direction of universality of reality (Bakker, Ahmad: 2001). Ontology inquiries how is the nature and relationship between two kinds of reality. Ontology theory has direct implications for the reality of political view. Ontology inquiries how are the nature and the relationship between two kinds of reality. The ontological approach to democracy means seeking the deepest reality and essence of democracy. The essence of Muhammad Hatta's democracy is rule by people (populist) as the essence of the fourth in accordance to the essence of the people and the essence of the populist is people.

## **The Reality of Democracy**

The ontological reality of democracy implies that there is tyranny. The first thing to understand democracy is to understand what tyranny is. Tyranny is the worst form of government that arises due to the decline of democracy; people are not protected and even oppressed (Rapar: 1978). The tyrannies generally come from nobles who by way of a power debate make themselves rulers. The beginning of the tyranny of the rulers is as protectors of the people. However, after having strong power, the tyranny acted arbitrarily suppressing their people.

Muhammad Hatta based Indonesian Democracy on Pancasila which was at the same time the ideals of the Indonesian state. It is contained in the Preamble of the 1945 Constitution to Alinia IV which explicitly explains that the state is based on the Godhead of the Almighty, Just and civilized humanity, unified of Indonesia, Democracy led by the wisdom in a consensus or representatives, and Social justice for all Indonesians.

Based on Pancasila, democratic state of Indonesia has a moral basis in God and political foundation in managing the country. However, in the reality, Indonesia has not been able to realize its moral and political ideals. Democracy is the antithesis of the tyrannical system. The capital of democratic development is Pancasila. It is said to be capital because the basis of Pancasila meets the basic requirements to realize the social political order or democracy for the good of all. The main principle is symbolized by the principle of the Almighty God as an orientation to transcendental life. A godly nation should live a life of political democracy based on morals and ethics, a phenomenon of political life that is far from moral and ethical merits raises the question of practicing the precepts of the Godhead.

Upholding democracy according to Muhammad Hatta must be followed by morals and ethics derived from the precepts of the Godhead as the first precept that illuminates the four other precepts in Pancasila. A democracy from the Godhead makes the activities of state democracy have a metaphysical basis, resulting in a commitment to the awareness that all human actions will accounted before God. Democratization needs to be developed by both the Indonesian people and the government. A critical and vocal society as a result of development needs to understand the principles of democracy in voicing and expressing aspirations (Saefullah: 1994). The moral and political norms of the state should be used to convey aspirations.

Democracy during the reform period misses the metaphysical dimension of God, so that abuse of power authority is carried out under the guise of democracy. This situation actually becomes counterproductive. There is enormous disparity of problem between speech and action which is in formal reality believes in god but not in action. Preserving the continuity of democracy is to turn on the metaphysical dimension as a moral foundation in democracy. Moral decline is the cause of the destruction of democracy, for that it is necessary to create individuals who have high moral integrity through improving cadre education by improving people's lives as a whole.

The failure of democracy occurs when personal, party and group interests are mixed with public interest. The fact shows that the plurality of Indonesian society demands a republican government with decentralization rather than discrimination of centralistic authority with expanded regional autonomy. Ontologically, democracy

requires popular participation. Short of people's political participation creates no democracy, and there will be no popular participation without transparency, political openness, along with openness will run optimally only in a democratic climate and environment. Therefore, if there are leaders in the government, civil, military ranks that respect the rights of political participation the people, then there is a strong representative institution to articulate, channel and oversee the realization of people's aspirations.

### **The Essence Of Democratic Democracy**

The people are all citizens who reside in a country and become supporters of the elements of the state. The nature of the people shows that the whole consists of parts, between the whole and the parts that have a relationship, then there needs to be cooperation, there must be mutual cooperation (*gotong royong*). *Gotong* means to do work and produce work together, *royong* means work together. The people work together from the people, by the people and for the people to solve common problems. It must be led by wisdom, reaching consensus through deliberations called democracy.

The aspirations of popular sovereignty for Muhammad Hatta eliminate the cultural strata and strata in society, increase the degree of the people through cooperatives, foster unity in the hands of the people, programs based solely on people's needs. The sovereignty of the people is not because the voice of the leader, but the leader voices because there is a sentiment in the hearts of the people, which the people cannot voice. The fate of the people must be considered to capture the will of the people. People's sovereignty is a democratic government, where people's opinions about justice are the source of all power (Hatta: 1980). Justice becomes the source of all power, so it requires mutual cooperation to make it happen.

Development in a democracy is carried out according to the will of the people (Bagun: 2003). Healthy democracy in the original meaning is not government by pitting numbers or by absolute majority vote, but government with the consent of the people (Tiro: 1999). This majority vote brings the failure of a democratic state of thought, which requires deliberation to reach consensus. The majority vote becomes a tool of tyranny of the majority against the minority, through consensus agreement on the foundation of justice, truth and togetherness, democracy can be implemented.

Democracy with the most votes carried out today eliminates the principle of consensus agreement. Almost every decision that should be resolved by deliberation is always taken by way of voting. The minority group is always defeated by the majority group through this voting.

The basis of Indonesian democracy as a political principle must be extended to the theory of popular sovereignty. The people's sovereignty is the people's government, but because there are too many people, the government is regulated through representation (Hatta: 1953a, 1953b, 1953c, 1953d). People's sovereignty through the House of Representatives determines the law, but the DPR and MPR representative institutions have not displayed performance as institutions that hold people's sovereignty, both in terms of products and performance mechanisms. The weak position of the DPR and MPR institutions is not only because of internal procedures created by themselves, but from the recruitment mechanism of representative cadres and party leaders to political organizations. The district system is a system that guarantees people's political aspirations and participation, but there is a concern in regions where cadres of leaders whose human resources are qualified are not available.

The process of democratization in Indonesia is still hampered by the fact that there is no strong and independent middle class to deal with a too much strong government. People's participation reflected in political control and political agreement in the 'checks and balance' mechanism has expectedly not proceeded. Political unity and political setting are the sources of various diseases that still plague social, political, legal, and moral culture. There are many bureaucratic abuses, nepotism, corruption, and apparatus violence against the people, community violence against the community, vigilantism due to people's distrust of law enforcement, the occurrence of legal mafia, informant powerlessness, and character assassination. Then, to strengthen democracy and create political and information openness, it must strengthen society vis a vis the state, the power to be able to exercise social control and effective political control.

Middle class of society is formed due to changes in the structure of society. The success of economic development is formed by the middle class that grows from the bottom. They are not only economically independent, but also as a professional group they have their own interests. The presence of the middle class is a sign that the formation of a group in society that is able to release themselves from the bonds of *primordialism* and secularism. Growing economic power makes them more independent of the government, which binds them not only social origins but interests in society. In turn the government is forced to listen to their voices, while at that time transparency is forced to open and information disclosure becomes a necessity for dialogue.

Sovereignty of the people demands freedom. Freedom as self-development requires equality and social cooperation, whereas social co-op in the equality of society is individual freedom as an agent. Direct involvement creates opportunities for individuals to apply their behavior in determining the nature and actions of joint activities. Direct participation is useful for developing the freedom of choice possessed by individuals and the development of abilities in a variety of situations. It functions as a vehicle for more complete self-development. Participation is the most convincing and accurate way to involve each individual interest in common activities.

Values of individual freedom, equality and social cooperatives are expected as manifestations of mutual need for one another, which is manifested in social practices. Individual freedom to determine itself is carried out together with other individuals in community activities.

The step that must be taken is the need for economic policies that do not merely emphasize growth. It is necessary to build a stronger commitment to develop economic policies that refer to economic democracy so that the distribution of wealth is not concentrated in a particular small group. The importance of political stability is how to overcome economic inequality and encourage equality in an effort to accelerate the formation of the middle class as a force and a trigger for democratization.

People's sovereignty is a collective agreement to realize a fair and prosperous society, whereas a prosperous just society is a future socialist society (Bagun: 2003). Democracy of people's sovereignty is that people can take action in accordance with the feelings of truth and justice that live in their class. Sovereignty of the people means that people who are "in power to determine the rules regarding living together in the country, the people are responsible for all the consequences of the regulations they make" (Hatta: 1960a). People's sovereignty gives the highest authority to the people but has a great responsibility. The basis of a just government is whoever gets the power that is responsible. When the people get power according to the sovereignty of the people, then the people are responsible for justice.

## **Foundation of Epistemology**

Epistemology discusses the source, origin, and nature of knowledge, and the validity and reliability of claims to knowledge. Epistemology studies and tries to determine the nature and scope of knowledge (Hadi: 1994). Democracy according to Muhammad Hatta originated from Western socialism, as a basis for humanity; Islamic teachings demand divine truth and justice in society and brotherhood between humans as God's creatures; and Knowledge that Indonesian society is based on collectivism (Hatta: 1960b).

Since independence August 17, 1945, Indonesia has always tried to realize the culture of democracy, to realize justice and prosperity. Soekarno sparked the idea of guided democracy to create justice and prosperity of the people in the atmosphere of the independence revolution. Suharto wanted to realize justice and prosperity of the people in an atmosphere of national development. Ideas are always adjusted to people's aspirations and the spirit of the times. The idea of national idealism that wants to make a just government in the implementation of democracy for the prosperity of the people is collided with the reality of government that is increasingly distant from democracy. The beauty of political culture is always trapped in the culture of power, why political culture is always trapped in absolute power, so that the authorities forget the prosperity of the people.

Western socialism as the basis of humanity was obtained by Muhammad Hatta through contact with Western socialist ideas. But the thought of Muhammad Hatta's socialism began with the teachings of Islam not solely because of Karl Marx's class conflict, so socialism to create a just and prosperous society is religious socialism.

The source of popular democracy is Western socialism, which upholds humanity, Islamic teachings that teach justice, and the collectivism of the Indonesian people in the villages. Humanity as the basis of freedom and independence is crucial and the inclusion of Islam is as a supporter of democracy because of the element of truth. Justice is an act that must be accounted for as a consequence of godly people.

The prosperity of the people can be achieved through socialism. Socialism is not understood as the atmosphere of a new society that comes by itself and as a carrier of the development of society on the encouragement of dialectical law, but desired as a demand of the heart. Socialism is seen as a social life that guarantees prosperity for all people. All socialism requires a life of association where there is no more oppression and exploitation and the people are guaranteed, for each person, prosperity and the certainty of life and the development of his personality.

Muhammad Hatta excluded genuine democracy, and preferred to call village democracy, given that genuine democracy can give the impression as if in the archipelago since there has always been a democratic government system. In terms of government structure in the archipelago it is always feudal and autocratic and the people are only used for the interests of the king and genuine democracy can legitimize the form of people's sovereignty, where the people are not sovereign. Democracy is a reality in a village communal environment; village democracy consists of deliberation, consensus, the people's right to protest and the ideal of helping.

Village democracy as a field for training to develop democratic attitudes, where the people have been able to make common decisions, compromise, debate and finally support mutual agreement. This is needed in modern democracy; from this village democracy shows that Muhammad Hatta's people sovereignty is manifested in democracy west.

Prosperity will be achieved if there is democratic freedom, epistemologically the process of the occurrence of democracy, for Muhammad Hatta (1966), the successful political demands of the Indonesian Nation from the colonial grace of God, implies that Indonesia was free of blessing by God, because the Indonesian people fought for independence in earnest. The ideals that guide not only national independence, but an independent, united, sovereign, just and prosperous Indonesia, this statement becomes a moral obligation.

The spirit of the Declaration of Human Rights as an inspiration for the process of democracy in Indonesia, because it prioritizes respect for the rights of citizens, but the individualist system was rejected by Muhammad Hatta. Muhammad Hatta's disagreement with individualist understanding was directed in his view that humans live in groups and villages never live alone, if humans live alone they will die of longing (Alfarizi: 2009). Humans are only meaningful when in relationship with others.

Muhammad Hatta respected the individual so that state arbitrariness did not occur, but individual understanding must be limited by a sense of collectivism. Democracy of the sovereignty of the people of Muhammad Hatta is based on the spirit of individualism based on a sense of collective togetherness that includes economic and social politics. Individual people are given the right to self-determination to the widest possible extent, form their own government and regulate the economy to achieve a society based on justice and truth.

Building people's sovereignty should be sourced from human nature. Human nature requires relationships with each other, relationships not only for personal progress, but also for mutual progress. Living together presupposes politics, and politics presupposes individual rights and obligations that must be accepted and given to build society (Alfarizi: 2009). Society is politically dependent on each individual/individual and society will be destroyed if the individual/individual is not given the opportunity to develop themselves.

Communities and individuals have the right to carry out life together, how to carry on that life is maintained, of course through shared life or politics. It gives rise to further questions, what needs to be arranged for the



sake of community sustainability. To answer this, Muhammad Hatta reached the economic point. Humans need a life of well-being and happiness, because humans need economic access, while politics is needed to organize the people's economy, because how can humans live happily when their economic resources are controlled by other humans.

The economy becomes an important point in people's lives, even every colonialist; every political activity that takes place is based on economic motives. Muhammad Hatta revealed that the nature of Indonesian people began to live together in groups. Obviously this refers to the way of life in Indonesian society. Since the past until now, Indonesian people have a tendency to live collectively, with the term people basically Indonesian people uphold collectivity, a sense of togetherness. This is very evident in a variety of community activities, such as meetings, deliberations and consensus to determine work related to an issue of living together. A sense of commonness also appears in mutual assistance and mutual assistance. Therefore, the arrangement of life collectively (together) is not only for economic welfare but also for social welfare.

Democratic governance from the bottom up is difficult to realize if feudalism reigns over it. Therefore, the sovereignty of the people and Indonesian democracy still requires a long time to mature in the arena of world democracy. The process of democracy leading to maturity can be seen in the trial on 15 July 1945 by the Indonesian Independence Preparatory Agency (BPUPKI). Within the session, they argued whether democratic freedoms, the right to express opinions verbally and in writing, the right to assemble and the right to association, are stipulated in Constitution. From the trial Soekarno and Supomo refused with two first reasons that individual citizens have certain basic rights as well as opening the door for individualists. Both people need social justice where this becomes a concern of Muhammad Hatta toward the emergence of liberality. However, Muhammad Hatta did not want to give unlimited power to the state, which became a power state. State power must be limited, because it requires the empowerment of people's democracy.

### **Axiological foundation**

Axiology is understood as a theory of values related to the usefulness of science. Knowledge is the result of works that are openly communicated and reviewed by the community (Suriasumantri: 2001). Within the scope of the philosophy of value refers to thinking or a system such as politics that must be adapted to the cultural and moral values of a society. So that the value of the usefulness of the knowledge can be felt by the community in its efforts to improve shared prosperity, not the other way around instead creating disaster. Axiology is values as a benchmark of truth (scientific), and ethics and morals as a normative basis in research and exploration, as well as the application of science. Axiology is important when it comes to theories about the knowledge of basic human rights. The basic human right is collective freedom. The axiological problem is a matter of values, values or actions, the axiology of democracy is a set of values and principles of actions chosen that can be categorized as democratic sovereignty of the people.

The axiology of Muhammad Hatta's democracy is the implication of the ontological basis of collectivism and the epistemology of democratic freedom based on justice and truth manifested in village democracy. Muhammad Hatta's thoughts is on how to practice democracy, because there was a reaction to oppression in the past that led to opposing all forms of alliance (Hatta: 1960b). The sovereignty of the people is often understood that the people may act as they wish.

### **Collectivism**

Indonesian democracy for Muhammad Hatta is based on collectivism rather than individualism. Democracy is mutual cooperation which is inspired by Pancasila to be blessed by God Almighty "Our Democracy" must be carried out based on truth, justice, honesty, kindness, brotherhood and humanity (Hatta: 2004). Democracy is carried by full conviction about responsibility and tolerance and willingness to implement the principles of the right man in the right place. Working together requires togetherness. Equality will give birth to positive things, with a positive equation can be arranged a state and community development program that bases decisions based on consensus.

Mutual cooperation as a form of a sense of collectivism has been engraved in society, but the location of the sense of collectivism lies only in the people, not owned by officials or leaders. The leaders of the executive, the legislative and the judiciary are concerned with power, autocracy and individualism, and the people prefer to follow the leaders. Here is the failure of democracy, government from the people, by the people and for the people, as a form of sovereignty. According to Muhammad Hatta, people's sovereignty is composed from the bottom up. The government of the country is regulated through representation through meetings from the village level to the central level, but Hatta's weakness did not explain in detail how the process was presented, Muhammad Hatta himself was anti feudalism but Muhammad Hatta did not elaborate on how feudalism was eliminated.

The thought of collectivism, and its rejection of individualism, did not make Muhammad Hatta trapped into totalitarianism or ignored the guarantee of individual autonomy with fundamental rights. Besides political democracy there must be economic democracy to realize the principles of truth and justice.

Opposing collectivism is individualism. Reciprocal relationships can generally be defined as relationships in which principal's act with respect for other actors. It is based on the mutual understanding on the basis of free agreements that result in the act of respecting others equal to the actions of others in respect (Gould: 1993). The willingness of each individual to cooperate in an organized manner to achieve common goals and the willingness to behave in ways that can help achieve those goals is an essential pattern of behavior for complex modern societies (Andrews: 1982). Through mutual recognition each individual can meet their needs, in the form of reciprocity of the instrument which means that each actor deals with other people, only to the extent that the person benefits himself; whereas non-instrumental reciprocity is called social reciprocity as social relations in the recognition of an actor towards other actors. It involves a clear understanding of their needs and interests, thereby being ready to elevate the goals of others into their own considerations and actions (Gould: 1993). Reciprocal relationships are based on the individual's need for cooperation and get support from others to realize individual or shared goals. So sociality is one of the conditions for freedom as self-development. Reciprocal relations are not only obtained through reciprocity but can also be through domination and exploitation of others, even though the perpetrators of domination and exploitation threaten the same positive freedoms and the same rights to the conditions of self-development.

Individualism clearly contradicts collectivism which requires mutual cooperation. Collectivism appears in the nature of helping and mutual ownership of land-living (Hatta: 1960a). Every community is willing to sacrifice for the benefit of the greater community because the village community always considers each member of the community as part of the other members. The present condition of land ownership rights is no longer a collective right but the workmanship and distribution is not free from a sense of collectivism.

In contrast to Sukarno who rejected the philosophy of individualism because it would be a source of economic liberalism and trigger capitalism, imperialism and war. Muhammad Hatta did not eliminate individualism, this meant "Don't give unlimited power to the state and make an independent Indonesian state a state of power, therefore citizens are given the right to assemble, the right of association, assembly and correspondence" (Hatta: 2002). Individuals are recognized; but rejecting individualism can have implications for the sovereignty of the people abused by the state. The authority of the President must be limited and not given the opportunity to give rise to state power.

Muhammad Hatta tended individualism to be limited by collectivism, togetherness as members of the family were able to issue equality so that the established state would take care of the members of the community and not become a power state or an oppressive state. The ruler is balanced by civil society accompanied by freedom of association, thought, and voice as a form of democracy to correct the ruler. Citizens' rights then become the most important part of human rights to have freedom of association and freedom of expression.

### **Development of an expansion of political democracy**

Democracy is based on political, economic and social democracy. The inaccuracy of democracy in Indonesia is when democracy is only understood as political democracy, while social democracy does not have a place. According to Muhammad Hatta, political democracy alone does not carry out equality and brotherhood, in addition to political democracy there must be economic democracy. The ideal of Indonesian democracy is social democracy encompassing the entire environment that determines human destiny (Hatta: 1960a). Democracy is not only political democracy but includes economic and social democracy (Swasono: 2002). Political democracy alone cannot carry out equality and brotherhood, so next to political democracy economic democracy must apply. The ideals of social justice become a program to be implemented in the practice of national and state life. Social democracy encompasses the entire environment that determines human destiny (Hatta: 1960a). To realize the ideals of democracy in Indonesia, responsibility and tolerance must be fostered; democracy without responsibility and tolerance will slip into anarchy, autocracy and in turn will eliminate democracy.

There must be social democracy besides political democracy. The economy is in line with the opinion of Carol C. Gould (1993), democratic policy making should not only be determined in the political field but extends in the economic and social cultural life. Employee management (self-management of the company by employees) and participation in economic policy are diffuse actions that demand policy actions in social and cultural institutions (Gould: 1993). Democracy is not only political freedom but economic equality in the context of the theory of distributive justice. Basic equality of freedom includes civil liberties and political rights. This reflects political democracy that equality of employment opportunities must be opened (Rows: 1995). Extending democracy from the political sphere to the socioeconomic sphere into all regions, and decision making must be participated as broadly as possible not only by representation but needs to be distributed. Individual freedom is not only understood as the ability to choose liberally, but the equal treatment for everyone, because everyone is an equal agent and social cooperatives are needed for individual self-development. This principle of distribution is to solve the problem of conflict in order to eradicate some social conflicts, because "The conflict between so many prerequisites and inadequate tool of satisfaction leads to certain attitudes in human action (Hatta: 1942). Conflict can be avoided if the distribution can be evenly distributed to meet their interests.

The view of economic issues, that access to material conditions for prosperity is a condition needed for human development. Here individual equality is required to expand togetherness to obtain various social and material conditions. So that equal rights are needed to participate in making policies concerning joint activities, one of which is an act of wisdom in all political areas.

People's sovereignty is not only in political democracy but also includes economic democracy to create a just and prosperous society, so that there is an increase in social life. Holistic socialism views economic welfare as seen as a necessary condition for political democracy itself and therefore emphasizes the importance of various democratic participations in making decisions about the distribution of economic goods (Gould: 1993). The view of holistic socialism is represented by the first theory of economic democracy as a more equitable way of distributing goods and opportunities in the context of forms of democracy. Both theories emphasize the need for democracy in controlling production and distribution.

The view of holistic socialism then turned into socialist theory. First, it emphasizes participation of individuals in decision making process for economic and political life. Second, it understands community or society as a whole and sees the form of government under economic life (Gould: 1993). The ultimate goal of the whole process is determined by the community itself as a whole. Socialism demands a society in which production is carried out by many people for the people under the leadership of community bodies.

### Regional community empowerment

According to Muhammad Hatta (Bagun: 2003), the struggle towards a just and prosperous society must be convincingly realized that in the early days of independence, the regions were hardly touched by the central economy. The joining of the Indonesian archipelago into the unitary state of the Republic of Indonesia should be understood not merely to reassemble the regions of the former Dutch East Indies into one Greater Indonesia territory, but rather how to bind the regions with appropriate policies. So that the regions feel safe joining in one region of Indonesia, because to build a just and prosperous society, development should be carried out according to the will of the people.

Development with people's participation is carried out with the principle of prioritizing regional participation. Empowerment of the people must be evident in the regions, only big matters and involve the livelihoods of the people who are managed by the center. Regional participation according to Muhammad Hatta that autonomy is placed in the district (Bagun: 2003). The province is the coordinating body of all districts in its environment. Focusing on the autonomy of the district, then district can lead the development of village autonomy.

The main characteristic of regional autonomy is the existence of executive Regional Representative Institutions that function as local political institutions. Consequently, at the level of local government, local people's representative institutions become the main actors in determining policy. The institution implies that the performance of regional executives is very much determined by the performance of the regional legislative body. Autonomy means gaining the right to regulate one's own destiny, governing government according to one's own needs and beliefs, but must not conflict with the basics of general government. So out of Indonesia one unitary state and inward consists of several bodies that have broad autonomy for the regions.

## **CONCLUSION**

The essence of democracy is people's sovereignty composed from the bottom up. The state government is regulated through representation with assemblies from the village level to the central level. Democracy is not only in politics but expanded into economic, social, and psychological democracy. The realization of the ideals of Indonesian democracy must be fostered with responsibility and tolerance. Democracy without responsibility and tolerance will slip on anarchy, autocracy.

Autonomy develops direct democracy in the undercurrent and guarantees stable development in the regions. Autonomous regions are given the right to generously use available funds without waiting for instructions from the central government. Regional governments can utilize funds in accordance with regional development needs. The essence of regional autonomy is community empowerment in general covering economic, political, psychological and social dimensions. The availability of freedom and independence is to cultivate the natural potential in the region.

The implementation of regional autonomy is relevant to the spirit of democracy desired by Muhammad Hatta. The autonomy is implemented through the spirit of mutual cooperation and empowering layers of society, with different political, religious, ethnic backgrounds in development planning and decision making, encouraging equal distribution of resources and investment by the government. Local communities are encouraged to improve their ability to take on their duties and functions in accordance with their capacity and social access and the ability of the region to build and establish cooperation with the community. Autonomy empowers people and regional independence, people hold high rights and authority to determine their regional development needs, and people are actively involved in development and control the course of regional government.

The contribution of Muhammad Hatta's democratic ideas can be seen from the decentralization of political thought that gave birth to regional autonomy as an expression of people's democracy. In terms of the

contribution of Muhammad Hatta's ideas, by bringing democracy responsible to the people, carrying out democratic ideals, the focus of government was placed on districts and cities. Province is the coordinating body of all districts; the province carries out more de-concentration and assistance tasks. The idea of popular democracy contains an inherent political manifesto and reality supports the nationalism movement, strengthens the spirit of revolutionary struggle, and sharpens non-cooperative attitudes and strengthens solidarity.

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## **BIODATA**

**MAT JALIL:** Born on August 12, 1962 in Bukit Kemuning, North Lampung, graduated from State Elementary School 1 Bukit Kemuning in 1976, MTs Darul Huda Bukit Kemuning, 1980, MAN 1 Tanjungkarang, 1983, IAIN Raden Intan Lampung Bachelors of Aqidah Philosophy, 1997, S1 Aqidah Philosophy, IAIN Raden Intan, 1989, Acta IV University of Lampung 1997, Master of Philosophy Faculty of Gadjah Mada University in 2004, and Doctor program, the Faculty of Philosophy, University of Gadjah Mada in 2012. Right now, he is lecturer and researcher at the Faculty of Ushuluddin Adab and Da'wah of IAIN Metro Lampung.

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### Servant leadership on the inter-church deliberation institute of Surabaya

Liderazgo de servidores en el instituto de deliberación inter-iglesia de Surabaya

**HENOCH WILIANTO HARTONO**

<https://orcid.org/0000-0002-0256-194X>  
henoch.wilianto.hartono-2016@pasca.unair.ac.id  
University of Airlangga, Indonesia

**BAGONG SUYANTO**

<https://orcid.org/0000-0002-2115-8566>  
bagong\_fisip@yahoo.com  
University of Airlangga, Indonesia

**SUBAGYO ADAM**

<https://orcid.org/0000-0003-3359-0898>  
subagyo.adam@fisip.unair.ac.id  
University of Airlangga, Indonesia

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#### ABSTRACT

Poverty reduction consists of various elements, one important element of society in poverty alleviation was faith based organizations such as the Inter-Church Deliberation Institute of Surabaya (BAMAG). The purpose of this study was to analyzed the activities and practices of servant leadership in BAMAG. The design of this study used a qualitative approach. The results explained that transformative and innovative servant leadership has not just to maintained and remained loyal to the social conscience and the organization of the BAMAG but also to developed together with its members the best service to the social community to reduce poverty.

**Keywords:** Leadership, poverty, servant.

#### RESUMEN

La reducción de la pobreza consta de varios elementos, un elemento importante de la sociedad en el alivio de la pobreza es la organización basada en la fe, como el Instituto de Deliberación Intereclesial de Surabaya (BAMAG). El propósito de este estudio fue analizar las actividades y prácticas del liderazgo de servicio en BAMAG. El diseño utilizó un enfoque cualitativo. Los resultados explicaron que el liderazgo de servicio transformador e innovador no solo tenía que mantener y permanecer leal a la conciencia social y a la organización de BAMAG, sino que también se desarrolló junto con sus miembros que habían prestado el mejor servicio a la comunidad social para reducir la pobreza.

**Palabras clave:** Liderazgo, pobreza, servidor.

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## INTRODUCTION

In the era of the Sustainable Development Goals, the Government of Indonesia issued a Presidential Regulation Number 96 of 2015 concerning the acceleration of poverty reduction. An important part of the Presidential Regulation is in the strategy and program for accelerating poverty reduction. The strategy specified contains 4 important things. First, reduce the expenditure burden on the poor. Second, increasing the income and ability of the poor. Third, develop and guarantee the sustainability of micro and small businesses. Finally is synergizing poverty reduction policies and programs. The programs outlined in the presidential regulation can be divided into 3 important groups.

The first group is a family-based program group. Programs in this group have the purpose of fulfilling basic rights, reducing the burden of life and improving the quality of life of the poor. The second group is a community empowerment based program. The planned programs aim to maximize the potential and expand the power of the poor to take part in development by emphasizing the principles of community empowerment (Latiff et al.:2017). The last group is a poverty reduction program based on the empowerment of micro and small economic enterprises (Kgatle: 2018). The programs carried out intend to make it easy to get access to economic development from micro and small scale business actors (Marina, Fontaneau: 2012).

Poverty alleviation consists of various elements, including elements of government, society, business world, and other stakeholders in poverty reduction (Reed et al.:2011). The government alone cannot address the problem of poverty. All layers and elements of society must be involved. The participation of all components of the nation can accelerate the achievement of the aspirations of the Indonesian people towards an independent, united, sovereign, just and prosperous society. One of the important elements or components of the community in poverty alleviation is the Faith Based Organization such as the Inter-Church Deliberation Institute of Surabaya. There are several reasons or arguments for why religious-based institutions can help accelerate poverty reduction.

The first reason is motivation. Religious-based institutions have intrinsic motivation (inner motivation), in the form of faith or belief that can move leaders and followers to help the poor (Walumbwa et al.: 2010). This data and argument is corroborated by the opinion of Greenleaf who said that there are attitudes and roles of religion to help people and the poor (Greenleaf: 2008). For the community, the practice of social generosity is practiced by encouraging religious teachings. The second reason is network coverage. Religious-based institutions can help accelerate poverty reduction because of the strength of their networks.

The range of networks of religious-based institutions has networks from the central level to the regions (Hu, Liden: 2011). Generally, this network is voluntary. The third reason is accountability for transparent reports. Fundraising from religious-based institutions has the ability to convince people to give donations and other assistance in helping the government accelerate poverty alleviation (Echols: 2009). Funds are more easily collected by credible religious-based institutions.

In addition to the advantages of religious-based institutions in alleviating poverty as described above, these institutions also have weaknesses. One of the factors that can be called weakness is leadership. Leadership in religious-based institutions aimed to helping poor people often uses charismatic leadership styles (Farling et al.: 1999). Northouse explained that charismatic leadership is a style that is based on special personality characteristics that are super or extraordinary and only have a few people, who are from God, and make that person be treated as a leader (Northouse: 2007).

The characteristics possessed by a charismatic leader set an example in trusting ideology. They show skills that can influence the people they lead. Charismatic leaders are able to express and communicate goals very well. Furthermore, what is inherent in their leadership is communication skills that increase the motivation of the people they lead (Mayer et al.: 2008). Charismatic leadership styles are included in transformational leadership styles (Olesia et al.: 2013).

Northouse stated a number of criticisms of the charismatic leadership style, one of which was elite and anti-democratic (Northouse: 2007). This leadership style has a nuance of one man show, does not involve all



elements in the organization. A charismatic or one man show leadership style is less suitable for poverty alleviation models (Russell, Stone: 2002). So the problem that often arises in religious institutions is the issue of leadership. The leadership model and leadership development is one part of human resource development (Spears: 2010).

Religious-based organizational leadership development is important and urgent to do so that they can respond to the challenges that exist and are being worked on and programmed by the government in accelerating poverty reduction (Spears, Lawrence: 2002). This empowerment model is also mentioned as empowerment that is more sustainable and has long-term effects than just a charitable model. Poverty is a situation experienced by humans who are in a condition of limitations to meet the primary material needs. In this case, the primary needs in question are: clothing, food, and housing or shelter, health, reasonable work and reasonable education (Mittal, Dorfman: 2012).

Poverty is real suffering because someone who is poor cannot get the needs they need. As a result, to meet their needs, the poor will work very hard in any way. Severe poverty will become a source of other more complex social problems, for example: the emergence of criminal acts such as theft, mugging, violent robbery and even murder (Vanderstraeten: 2013). In addition, inter-class conflict, especially classes that are rich in poor classes motivated by social jealousy, it will be very easy to occur. Hu and Liden explained that poverty will also hinder the civilization of a nation to become more dynamic towards progress in all areas of life (Vanderstraeten: 2013).

One of the advanced civilizations is determined by educational factors to improve human intellectuality, and the opportunity to gain access to decent work (Liden et al.: 2008). But what happens, if education becomes so expensive and unaffordable for the poor. Poor people do not have access to education, because education is left to the private sector whose motives and orientation are merely seeking profit (Khan, Chowdhury: 2007). The role of the state as a pioneer in educating the nation is driven by naive arguments and mere financial reasons.

In the data released by the Central Statistics Agency the number of poor people in Indonesia in March 2018 was 25.95 million people (9.82%) of the total population of Indonesia. In addition to the quantitative data that is still quite large, the problems associated with poverty are the birth of various social problems. Social problems rooted in poverty include toddlers and neglected children, children with malnutrition, street children, exploited children being mistreated, trafficked and prostituted, prostitutes, trafficking of women, homeless and beggars, acts of violence in the family and criminal and anarchist actions (Khan, Chowdhury: 2007).

Therefore, in the perspective of social work, poverty is a social problem that is multi-dimensional in nature (Dennis, Bocamea: 2005). Dimensional in the concept of poverty, namely social, cultural, economic, cultural, political and legal dimensions (Khan, Chowdhury: 2007). Despite the importance of the involvement of religious-based institutions in poverty alleviation stated in presidential regulations, however, the development of leadership in religious-based institutions is an urgent and important (urgent) need (Reed et al.:2011).

In this discourse, another alternative leadership model is needed as a model of leadership that comes from religious values (Latiff et al.:2017). One leadership model that can answer leadership needs is a leadership model that is commonly called servant leadership (Faring et al.: 1999). Servant leadership was developed by Greenleaf, using a leadership philosophy that was motivated by the need to serve others (Greenleaf: 2008).

In the servant leadership model that gets priority is the need of others to be served. Some studies reveal that the superiority of servant leadership is to prioritize and tend to help marginalized people (Ambali et al.: 2011). Servant leadership is also very close to leadership that focuses on poverty alleviation because it is related to cultural approaches (Mayer et al.: 2008). Cultural approaches are based on the notion that culture is not only a way of life, but a practice of life that can be used to solve various problems (Spears: 2010).

It should be possible to provide devices that are absolutely responsible for actions and tasks carried out by religious leaders such as pastors in Christian churches (Khan, Chowdhury: 2007). It starts from leaders becoming role models or examples for their followers or congregations, they need to show experience,

knowledge related to devices that regulate the standardization of rules and regulations that apply (Liden et al.: 2008).

The purpose of this study is to analyze and explain the activities and practices of servant leadership in religious-based institutions in poverty reduction in Indonesia, especially in the Inter-Church Deliberation Institute of Surabaya and to identify smart practices (best practice) from servant leadership in institution-based religion in poverty reduction in Indonesia and the problems that occur related to the activities and practices.

### **Servant Leadership**

The terminology of servant leadership first developed by Greenleaf began in 1970 when the publication was of leaders as servants (Greenleaf: 2008). The development of the concept of servant leadership requires a long-term, transformational, and potentially creating change in the community, organization, and society (Northouse: 2007). The phrase philosophical application is service to practice leadership (Farling et al.: 1999). There are several areas that can be linked to servant leadership about what has happened in the past and what will happen in the future that relates to the organization (Spears, Lawrence: 2002).

The occurrence of an industrial revolution that affects the servant leadership, is a process for leaders and followers to work together to achieve the vision of the organization (Reed et al.:2011). Walumbwa, Hartnell, and Oke defined servant leadership as a leader who is willing to serve others by striving for development and prosperity to fulfill common goals (Walumbwa et al.: 2010). Servant leadership is the process of working together and building good relationships between leaders and followers to achieve vision, mission, and goals to influence productivity in real world situations (Autry: 2001).

A servant leadership is leadership that starts from sincere feelings arising from the heart that are willing to serve (Barbuto, Wheeler: 2006). The orientation of servant leadership is to serve followers with spiritual moral standards (Covey: 2006). Servant leadership is a form of leadership characterized by being more human-oriented, emphasizing personal integrity and service to others (Farling et al.: 1999).

Other attributes including stewardship, empowerment, community building, trust, honesty and respect for others, reflect an altruistic ethic in which a servant leader serves those he leads (Autry: 2001). The philosophical basis of the servant leadership highlights the importance of "being" and "doing," which represent a paradigmatic change in how a servant leader directs their primary motivation to prioritize and prioritize serving and act as a steward (Liden et al.: 2008).

### **Characteristic of Servant Leadership**

According to Olesia, Namusonge, and Iravo, the characteristics of a servant leader as someone who "empowers and develops humans; they show humility, authenticity, accept people as they are, give direction, and they are stewards who work for the greater good (Olesia et al.: 2013). Servant leadership comes from the drive from within human beings to be connected and bound and try to contribute to a better society, and be motivated by empowerment and human development with empathy and humility (Collins: 2005).

Servant leadership has 10 (ten) principles derived from the inspiration of a person named Greenleaf (Latiff et al.:2017). Spears identified 10 characters of servant leadership, which include: 1.) Listening; 2.) Empaty; 3.) Healing; 4.) Awareness; 5.) Persuasion; 6.) Conceptualization; 7.) Foresight; 8.) Stewardship; 9.) Commitment; 10.) Community (Greenleaf: 1977).

### **Problem of Poverty**

According to Spears, poverty is related to the inability of a family to fulfill daily needs, also concerning vulnerability, helplessness, isolation, and physical weakness (Spears: 2010). The main idea of social inequality concerns gaps in opportunities, access, and socio-economic conditions of the community which causes opportunities for the poorest people to do vertical mobility to be hampered (Echols: 2009). In contrast,

injustice involves arbitrary treatment which is often experienced by the poor because of their helplessness and vulnerability.

Poverty also refers to people or families who are weak in their ability to do business and have limited access to economic activities so that they often lag behind other people who have higher potential (Covey: 2006). Broadly, poverty is divided into two categories, namely relative poverty and absolute poverty (Doohan: 2007). Some characteristics of poverty are not having their own factors of production, not having the possibility to obtain production assets with their own strength. The education level of the poor is generally low to primary school.

Many of them live in rural areas and do not have cultivated land, or even if there is relatively little land. Many of those living in the city are still young and have no skills and education. According to Collins in Ambali, et. al., several social institutions measure poverty by photographing poverty seen from several indicators relating to children, namely: 1.) Nutrition for children; 2.) Immunization status of children; 3.) State of education for children; 4.) Resilience of families in facing various family challenges; 5.) Status of poor families; 6.) Family adequacy meets clean water; 7.) Management of diarrhea (Ambali et al.: 2011).

Whereas when viewed from the relationship with the community in the service area, the indicators are: 1.) The level of community participation in community development; 2.) The level of ability of local institutions to take over management of their own community development; 3.) The level of society loves caring for others; 4.) The rate of growth of expectations in society (Hutchison: 2009).

## METHODOLOGY

The design of this study used a qualitative approach with an exploratory method. The design of this study is used as an alternative to describing, exploring and interpreting the concept of servant leadership in the Inter-Church Deliberation Board of the City of Surabaya in a poverty perspective comprehensively. Qualitative approached are considered more feasible in the field of social science and behavior because they are related to interactions and interrelations in behavior and human roles, both in organizations, groups and individuals (Barber: 2012).

The informant selection technique in this study used a purposive sampling technique in which informants were chosen because of certain criteria including: 1.) The Pastor is a member of the Inter-Church Deliberation Institute; 2.) Having experience in serving the Church as Pastor for a minimum of 20 years; 3.) Having the quality of Church leaders who are good at applying servant leadership. Identity of informants that have been determined according to the following table:

Table 1. Identity of Informant

No.	Name	Position	Informant Status
1.	Dr. M. Sudhidarma, M.Th.	Pastor	INF-01
2.	Drs. Hanny Prayogo, M.Th.	Pastor	INF-02
3.	Joni Nugraha, M.Th.	Pastor	INF-03
4.	Indra Saputra, S.Th.	Pastor	INF-04
5.	Drs. Digo Tjahtanto, M.Min.	Pastor	INF-05
6.	Willy Purwosuwito, M.A., M.Th.	Pastor	INF-06

(Source: Primary Data, 2018)

In conducting data collection, researchers use several alternatives in the form of ways, which can then be analyzed. Denzin and Lincoln explained that in qualitative research data collection is carried out in natural settings, primary data sources, and more data collection techniques on participant observation, in-depth interviews (indepth interviews) and documentation (Denzin, Lincoln: 1994).

## RESULTS AND DISCUSSION

This study retrieves data from interviews conducted by researchers with several informants who have been coded and listed in the following table:

Table 1. Codefication of Informant

Informant Identity	Codefication	Background Definition
Wahyoe Boedi Utomo	SE-01	Enterpreneurship of Profit Company / Enterpreneurship of Social Service
Pracihno Kurniawan	SE-02	Enterpreneurship of Information Technology and Communication
Wiwik Widjastuti	SE-03	Enterpreneurship of Profit Company / Enterpreneurship of Social Service
Sumarti Dwi Wahyuni	SE-04	Enterpreneurship of Profit Company / Enterpreneurship of Social Service
Agung Tri Pamungkas	SE-05	Enterpreneurship of Telemarketing
Suyanto	SE-06	Enterpreneurship of Profit Company / Enterpreneurship of Social Service

(Source: Primary Data, 2018)

The results of this study are analyzed using related theory induction, reduction of interview data, and specific triangulation looking at the case studies that occurred regarding the role and existance of safe latrine sociopathology to building community development in the East Java Province of Indonesia, namely as follows.

### Church Service for Poverty

The reality of poverty in the country actually becomes a hard slap for church services in Indonesia. Hutchison said that crisis in society are actually also part of the crisis in the Church as well (Hutchison: 2009). This crisis of poverty unwittingly raises multiplication of crisis in society, including the consequences of this crisis resulting in a very high risk of death or malnutrition for pregnant women, nursing mothers, infants, toddlers, and the elderly. As said by INF-01 and INF-02: "This poverty has really destroyed the aspirations of the Indonesian people, especially the younger generation." (INF-01, 2018). "... there are still a lot of Indonesians because the economic limitations that do not support cause many school dropouts or underage children to work hard on rice for their families." (INF-02, 2018)

With the impact of the existing crisis due to poverty, and the end of the church as well as the wider community experiencing the impact, the road that must also be taken by the church is to express its concern for this issue (Marina, Fontaneau: 2012). This was also stated by INF-03, INF-04, INF-05, and INF-06 as follows: "The reality of poverty in the country is a hard slap for church services in Indonesia." (INF-06, 2018) "... the impact of the crisis from poverty unwittingly raises multiplication of crises in the community, including the consequences of this crisis resulting in a very high risk of death or malnutrition for pregnant women, nursing mothers, infants, toddlers, and the elderly." (INF- 03, 2018). "Low nutritional intake for children, poor health care, especially supported by a poor environment, and no medical treatment costs further exacerbate the effects of this poverty ..." (INF-04, 2018) "This unresolved poverty will actually have a massive impact because poverty can also increase crime and unemployment." (INF-05, 2018).

With the high rate of poverty in Indonesia, this has become a problem for this country and until now the solutions that have been given by the government have not been able to cover the existing poverty rate. This

crisis presents an extraordinary opportunity for the church to carry out its larger task. So with regard to this reality, a great opportunity is wide open for the church today in carrying out its justice service.

**Servant Leadership On Inter-Church Deliberation Institute**

In this study using the Parsons scheme about General Action System, according to Vanderstraeten which ensures that there are four important functions, all systems in servant leadership are needed in social construction for poverty reduction, namely: 1.) Adaptation (A); 2.) Goal Attainment (G); 3.) Integration (I); 4.) Latency (L) (Vanderstraeten: 2013). Together, these four functional imperatives are known as the AGIL scheme. In order to survive, a system that runs must have these four functions. Servant leadership in the services of the Inter-Church Deliberation Institute of Surabaya as an action system has fulfilled the functional requirements as follows:

Behavioral organisms, there are part of the systems of action because most adjustments have determined by the individual's biological properties. On the other hand, this behavioral organism is a system of actions that performs the function of adaptation, which is adjusting to the environment. There are two dimensions of the problem faced in this function, including: 1.) Adjustment of the inflexible system; 2.) The active transformative process of the situation and environment.

Personality system is associated with achieving goals (goal attainment) because the goals of the social system reflect the meeting point of the individual goals and give them direction according to the shared value orientation. In the theory of Voluntaristic Social Action, the goal attainment is assumed to be the goal. Meanwhile, the function of adaptation is a tool.

Social system consists of a number of actors who interact to obtain satisfaction in culturally structured situations. This system has integration. Integration relates to the interrelation between members in the social system, to ensure that emotional ties, which generate solidarity and willingness for cooperation, are developed and maintained in the fight against poverty in people's lives.

Cultural systems are associated with latent pattern maintenance functions because culture is the main force that binds the system of action. Latency functions emphasize cultural values and norms institutionalized in existing social systems.

Thus, the servant leadership in the service of the Inter-Church Deliberation Institute of Surabaya will survive if it has fulfilled the four functional imperatives. Based on the above theoretical framework, a brief description of the system of actions taken by the Inter-Church Deliberation Institute of Surabaya can be drawn as follows:

(A) Adaptation	Goal Attainment (G)
Behavioral Organisms	Personality System
Cultural System	Social System
(L) Latency	Integration (I)

Figure 1. Scheme Structure of General Action System (Source: Vanderstraeten, 2013)

In this study also suggested the implementation of the 10 characteristics of servant leadership by Spears (Spears: 2010). In fact, of the 10 characters that can be implemented only 5 characters in accordance with the results of the interpretation and analysis of the informants in this study, where it is described as follows:

Listening. In servant leadership, a servant leader must have the communication skills to make decisions. This is in accordance with what was stated by INF-02:

"A pastor must have the motivation to listen seriously regarding the criticism and suggestions of others and support them in identifying decisions in a problem". (INF-02, 2018). Empathy. A servant leader tries to understand and empathize with others. This is similar to what was said by INF-04: "..... for the people, a pastor can be treated not only as someone else who is foreign, but also as people who need respect and appreciation for their personal development". (INF-04, 2018). Healing. A great strength of servant leaders is the ability to heal other people and themselves. As stated by INF-03: "A pastor tries to help people solve their problems and conflicts that occur, because he wants to develop the skills of each individual .....". (INF-03, 2018). Persuasion. The ability to communicate interactively and easily understand. In accordance with INF-06 stated: "..... a pastor does not take advantage of the strength of his status by forcing someone or a people to obey, but rather trying to convince them to do something .....". (INF-06, 2018). Conceptualization. A servant leader thinks far beyond everyday reality. That means he has the ability to look beyond the limits of the business operations and also focus on the company's long-term goals. In INF-01 said: "A leader builds a personal vision where only he can develop it by thinking about it". (INF-01, 2018).

These characters are not the best characters or methods to get the best goals. But it is more conveyed that reflecting this character will be very useful for the personal development of a priest as a servant leader.

## **CONCLUSION**

The results of this study explains that transformative and innovative servant leadership is not just to maintain and to remain loyal to the social conscience and the organization of the Inter-Church Deliberation Institute of Surabaya but also to develop calls together with its members in doing the best service for the social community in overcoming poverty. The conclusions obtained from the research are as follows:

First, a servant leader must try to support servant leadership. This is achieved through dialogue and involvement of all members of the organization both personally and jointly to find the strength that exists in groups / people to enter into a process of renewal and change in service to God and fellow human beings in reducing poverty through the AGIL scheme (adaptation, goal attainment, integration, and latency).

Second, the servant leadership must help or invite groups to find the means to be achieved together for a change in way of life, or how to work, or the creation of new works that are appropriate or according to the needs and even improvement of existing works.

Theoretically, the social implications that arise in research are where a pastor who is also a servant leader needs to develop cooperation with other people who are entrusted to help him carry out organizational responsibilities so that servant leadership in the Inter-Church Deliberation Institute of Surabaya can be optimized effectively and efficient. In fact, servant leadership that is innovative and transformative can be said to be an effective and efficient leadership where the servant leader is able to walk step by step to bring the group or its members to conduct life renewal in accordance with the demands of the times, especially in reducing poverty.

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## BIODATA

**HENOCH WILIANO HARTONO:** Candidate at Doctoral Program of Human Resource Development, Postgraduate School of University of Airlangga, Surabaya, Indonesia. His research interest is church leadership. He has Statistic degree from Institut Teknologi Sepuluh Nopember Surabaya (1989) and COG School of Theology (1993). He is a priest of Gereja Bethel Indonesia (GBI) Maranatha. He is also teaching Saint Luke Charismatic Theology at Sekolah Tinggi Alkitab Surabaya (STAS) and GPPS Arjuna, Bromo.

**BAGONG SUYANTO:** Profesor of the Faculty of Social and Political Science University of Airlangga. He finished his study with the Doctoral of Social Science at Postgraduate School University of Airlangga in 2012. Currently, He becomes a Middle Administrator at University of Airlangga. He has published many articles, both international and national journals. He has also attended several international conferences. Since 2005, He has also done a lot of Community Service. He has also written a book entitled "Problem Pendidikan dan Anak Korban Tindak Kekerasan" published by Suluh Media Yogyakarta in 2018, and many more.

**SUBAGYO ADAM:** Profesor of the Faculty of Social and Political Science University of Airlangga. His expert and concerned is sociology of demography, labor, and mobility at Department of Sociology, Faculty of Social and Political Sciences University of Airlangga. Currently, he is the Head of the Postgraduate Program of PSDM University of Airlangga. He is also active in several organizations including IPADI (Ikatan peminat dan Ahli Demografi). He has published many books produced include Program Pertumbuhan, Dinamika Sosial dan Aksi (2013) and Model Pemberdayaan Migran Miskin dan Penanganan Over-Urbanisasi di Perkotaan (2014), and many more.

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### A.G. HAMZAH

Department of law, Al-Mustqbal College University,  
Iraq.

asaadghali@mustaqbal-college.edu.iq

### A.I. ANWAR

University of Hasanuddin, Indonesia.

aianwar@fe.unhas.ac.id

### A.I. WALINONO

University of Hasanuddin, Indonesia.

iqbal.walinono@yahoo.com

### A.J.S. AL HILAI

College of Medicine, University Of Al-Qadisiyah, Iraq  
Awlia.Sahib@qu.edu.iq

### AMALIYAH

University of Trilogi, Jakarta, Indonesia.

amaliyahasad@gmail.com

### A.M. HAMEED

Department of English, College of Education,  
University of Samarra, Iraq.

alimusaab@uosamarra.edu.iq

### A. M. HAMZA

Princess Nourah bint Abdulrahman University,  
Arabia Saudi.

### ANWAR MA'RUF

Postgraduate School, University of Airlangga,  
Indonesia.

anwarmaruf@fkh.unair.ac.id

### A.R. KADIR

University of Hasanuddin, Indonesia.

rahmankadir90@yahoo.com

### A. SULAEMAN

Padjadjaran University, Indonesia

affansulaeman@gmail.com

### A.Y.S. RAHAYU

Faculty of Administrative Science-University of  
Indonesia

(FIA-UI), 16424, Depok, Indonesia.

amy\_soeroso@yahoo.com

### BAGONG SUYANTO

Faculty of Social Science and Political Science,  
University of Airlangga, Indonesia.

bagong\_fisip@yahoo.com

### B. AKBAR

Lecturer of Doctoral Program of Accounting Science,  
Faculty of Business and Economics, Padjadjaran  
University, Dipatiukur

Road No. 35 Bandung West Java, Indonesia.

bahrullah.akbar@unpad.ac.id

### C. BUNMEPHIPHIT

Rattanakosin College for Sustainable Energy and  
Environment (RCSEE), Rajamangala University of  
Technology Rattanakosin, Nakhon Pathom,  
Thailand.

Chanon.bun@rmutr.ac.th

### CHOLICHUL HADI

Faculty of Psychology, University of Airlangga,  
Indonesia.

cholichulhadi@gmail.com

### C. SUKMADILAGA

University of Padjadjaran, Indonesia.

citra.sukmadilaga@unpad.ac.id

### DARSONO

Sebelas Maret University, Postgraduate Program  
Surakarta, Indonesia

Darsono.uns.solo@gmail.com

### D.S. KARTINI

Padjadjaran University, Indonesia.

dedesrikartini@yahoo.com

### E. SURBAKTI

Padjadjaran University, Indonesia.

eka.18012@mail.unpad.ac.id

**FALIH SUAEDI**

Faculty of Social Science and Political Science,  
University of Airlangga, Indonesia.  
suaedifalih@yahoo.com

**FAZLUZ ZAMAN**

Sessional Faculty, Central Queensland  
University, Australia.  
fazluzzaman@gmail.com

**H.A. ELSAYED**

Princess Nourah bint Abdulrahman University,  
Arabia Saudi.

**HAIFA ALODAN**

Educational Technology Department / College of  
Education/ Princess Nourah Bint Abdulrahman  
University, Arabia Saudi.  
Hialodan@pnu.edu.sa

**HENOCH WILIANO HARTONO**

Doctoral Candidate, Doctor of Human Resource  
Development Program, Postgraduate School,  
University of Airlangga, Indonesia.  
henoch.wiliano.hartono-2016@pasca.unair.ac.id

**I. FARIDA**

Lecturer of Doctoral Program of Accounting Science,  
Faculty of Business and Economics, Padjadjaran  
University,  
Dipatiukur Road No. 35 Bandung West Java,  
Indonesia.  
ida190262@gmail.com

**I. YATUN**

University of Padjadjaran, Audit Board of the  
Republic of Indonesia.  
isma.yatun@bpk.go.id

**J.A. SHAFIQ**

Imam Jaafar Al- Sadiq University, Iraq.  
Jinan.abdulla@sadiq.edu.iq

**J. METTATHAMRONG**

Rajamangala University of Technoloty Isan  
Sakonnakhon Campus, Phang Khon  
Sakonnakhon, Thailand.  
Kkai6688@gmail.com

**K. BENJAWAN**

Faculty of Management Science, Kamphaeng Phet  
Rajabhat University, Thailand.  
kununya\_b@kpru.ac.th

**KOEN IRIANTO URIPAN**

Doctoral Candidate, Doctor of Human Resource  
Development Program,  
Postgraduate School, University of Airlangga,  
Indonesia.  
koen.irianto-2017@pasca.unair.ac.id

**K. PUNGPHO**

Rattanakosin College for Sustainable Energy and  
Environment  
(RCSEE), Rajamangala University of Technology  
Rattanakosin  
Nakhon Pathom, Thailand.  
krissamapom.pun@rmutr.ac.th

**K. SUTIWARTNARUEPUT**

Faculty of Commerce and Accountancy,  
Chulalongkorn  
University, Thailand.  
kamonchanok.s@chula.ac.th

**MAT JALIL**

Faculty Usuludin Adab and Dakwah, IAIN METRO  
Lampung, Indonesia.  
buangjalil@gmail.com

**M. CHANTAMAS**

Assumption University, Thailand.  
Chantamas.Marissa@gmail.com

**M. HASBI**

Institute Agama Islam Negeri Bone, Indonesia.  
hasbi070767@gmail.com

**MISNAL MUNIR**

Faculty of Philosophy, University of Gadjah Mada,  
Yogyakarta, Indonesia.  
misnalmunir@ugm.ac.id

**M. M. AL-MERAB**

Princess Nourah bint Abdulrahman University,  
Arabia Saudi.  
MMALmreab@pnu.edu.sa

**MOHAMAD NUR KHOLIQ**

Faculty of Law, University of Airlangga. Indonesia.  
mohamad.nur.kholiq-2017@fhunair.ac.id

**MOSES GLORINO RUMAMBO PANDIN**

Research Group on Disaster Resilience  
Management,  
Postgraduate School; Faculty of Humanities,  
University of Airlangga, Surabaya, Indonesia.  
moses.glorino@fib.unair.ac.id

**M. TERRO**

Kingdom University, Bahrain.  
ku.president@ku.edu.bh

**NAJAMUDDIN AMY**

Postgraduate School, University of Airlangga,  
Surabaya Indonesia.  
najam197662@gmail.com

**N. ALAMSYAH D**

Padjadjaran University, Indonesia.  
nandangalamsah@gmail.com

**N. AI BATSAKI**

Kingdom University, Bahrain.  
nalbastaki@ku.edu.bh

**N. PIYAWAT**

King Mongkut's Institute of Technology  
Ladkrabang Bangkok, Thailand.  
piyawat@itkmitl.ac.th

**N. RITWATTHANAVANICH**

Faculty of Business Administration, Rajamangala  
University of Technology Rattanakosin, Thailand.  
natrapas.rit@rmutr.ac.th

**N. SOONTORNTANAPHOL**

Faculty of Fine Arts, Srinakharinwirot University,  
Thailand.  
nuttikas@g.swu.ac.th

**P. KACHAPONGKUN**

Rattanakosin College for Sustainable Energy and  
Environment  
(RCSEE), Rajamangala University of Technology  
Rattanakosin, Nakhon Pathom, Thailand.  
pongakom.kerd@rmutr.ac.th

**P. PORNCHAIWISESKUL**

Graduate School, Chulalongkorn University,  
Thailand.  
pongsa.p@chula.ac.th

**PRAWITRA THALIB**

Faculty of Law, University of Airlangga. Indonesia.  
prawitra@fh.unair.ac.id

**P. V. SYAMALAKUMARI**

Graduate School of Human Sciences, Assumption  
University, Thailand.  
psyamalakumari@au.edu

**P. YONGVONGPHAIBOON**

Assumption University, Thailand.  
yongvongphaiboon.p@gmail.com

**RAGHAD KHALAF ULAYWI**

Department of English language,  
Al-Sadiq University, Baghdad, Iraq.  
raghadelewi2013@gmail.com

**R. MUHALLING**

Institute Agama Islam Negeri Kendari, Indonesia.  
rusdinmuhalling02@gmail.com

**R. NIYOMDECHAR**

Martin de Tours School of Management and  
Economics, Assumption University, Thailand.  
niyomdechar@gmail.com

**R. SETYOWATI**

Sebelas Maret University, Postgraduate Program,  
Surakarta, Indonesia.  
rretnoo@yahoo.com

**R.V. SALOMO**

Faculty of Administrative Science-University of  
Indonesia (FIA-UI), 16424, Depok, Indonesia.  
royvsalomo2357@gmail.com

**S. ANANTANYU**

Sebelas Maret University, Postgraduate Program  
Surakarta, Indonesia.  
Sap\_anan@staff.uns.ac.od

**SAMSI**

Sebelas Maret University, Postgraduate Program  
Surakarta, Indonesia.  
samsids@gmail.com

**S. ANRIANI**

Faculty of Administrative Science-University of Indonesia (FIA-UJ), 16424, Depok, Indonesia.  
stepianrianiindonesia@gmail.com

**S. ANSELLA**

Institute Agama Islam Negeri Kendari, Indonesia.  
suman\_ansella@yahoo.com

**S. CHAVEESUK**

King Mongkut's Institute of Technology Ladkrabang Business School, Thailand.  
Singha@it.kmitl.ac.th

**S. DARWISH**

Kingdom University, Bahrain.  
Saad.darwish@ku.edu.bh

**S.D. SETYANINGSIH**

Student of Doctoral Program of Accounting Science, Faculty of Business and Economics, Padjadjaran University, Dipatiukur Road No. 35 Bandung West Java, Indonesia  
sdsetyaningsih@gmail.com

**S.H HASAN**

Department of English, College of Education, University of Samarra, Iraq.  
saif.habeeb@uosamarra.edu.iq

**S.H. JAWAD**

Arabic Department, College of Art, University of Samarra, Samarra, Iraq.  
hassansiham37@gmail.com

**S. KONGDIT**

Tourism Program, Faculty of Liberal Arts Rajamangala University of Technology Suvarnabhumi, Thailand.  
sukhum.k@rmutsb.ac.th

**S. MULYANI**

Lecturer of Doctoral Program of Accounting Science, Faculty of Business and Economics, Padjadjaran University Dipatiukur Road No. 35 Bandung West Java, Indonesia.  
sri.mulyani@unpad.ac.id

**SOLEMAN MOZAMMEL**

Business Administration Department, Arab Open University, Bahrain.  
soleman.mozammel@aou.org.bh

**S. PAVAPANUNKUL**

Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University, Thailand.  
seanbond\_2000@hotmail.com

**SRI HAJATI**

Faculty of Law, University of Airlangga. Indonesia.  
sri.hajati@fhunair.ac.id

**SRI WINARSI**

Faculty of Law, University of Airlangga. Indonesia.  
sri.winarsi@fhunair.ac.id

**ST. NAJMAH**

Institute Agama Islam Negeri Bone, Indonesia.  
sittinajmah88@gmail.com

**SUBAGYO ADAM**

Faculty of Social Science and Political Science, University of Airlangga, Indonesia.  
subagyo.adam@fisip.unair.ac.id

**SUPARTO WIJOYO**

Postgraduate School, University of Airlangga, Surabaya Indonesia.  
supartowijoyo@fh.unair.ac.id

**S. WINARNINGSIH**

University of Padjadjaran, Indonesia.  
srihadi.winarningsih@unpad.ac.id

**T. PHIMOLSATHIEN**

King Mongkut's Institute of Technology Business School (KBS), King Mongkut's Institute of Technology Ladkrabang, Thailand.  
thepparat@hotmail.com

**T. RATANAPONGTRA**

Tourism Program, Faculty of Liberal Arts, Rajamangala University of Technology Suvarnabhumi, Thailand.  
thanarat.r@rmutsb.ac.th

**UMAIR AHMED**

Business Administration Department, Arab Open University, Bahrain  
umairahm@gmail.com

**V. VAJIRABHOGA**

Graduate School, Chulalongkorn University, Thailand.  
virayos.v@gmail.com

**W. SETTHAPUN**

Asian Development College for Community Economy and Technology (adiCET), Chiang Mai Rajabhat University, Chiang Mai, Thailand.  
worajit@cmru.ac.th

**YAQDAN SAMI MUHAMMAD AL-JUBOURI**

Department of Jurisprudence and its Foundations, College of Islamic Sciences, Prof Babylon University, Babylon, Iraq.  
dr.yaqdanSame11@yahoo.com

**Y.M. SALEH**

Department of English, College of Education, University of Samarra, Iraq.  
yasirmohammed@uosamarra.edu.iq

**Z. AHMED MOHAMED**

Princess Nourah bint Abdulrahman University, Arabia Saudi.



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CESA-FCES-UNIVERSIDAD DEL ZULIA. MARACAIBO-VENEZUELA  
ISSN 1316-5216 / ISSN-e: 2477-9555

### Submission guidelines and rules for authors

*Before making your submissions, check the thematic coverage of our journal in the editorial policies found in this LINK..*

*<https://produccioncientificaluz.org/index.php/utopia/policies>*

#### PRESENTATION OF ORIGINAL PAPER

The following aspects are considered to be especially important: The title must be concise and directly relevant to the theme studies. Sub-titles are not acceptable. The abstract must describe the central idea of the research and consider its relationship with the objectives and methodology that support it, and be no longer than 100 words. Four key words in alphabetical order must accompany the abstract. The abstract must be written in both Spanish and English. The abstract must be structured in the following manner: Introduction or presentation, general explanation with titles and subtitles, general conclusions and up-dated and specialized bibliography. All of the bibliographical references and notations must be included in footnotes, and numbered in sequence, according to the indications in the section that follows. The recommended lettering font is Arial Narrow 12, spaced 1,5. In addition to Spanish, studies, articles, essays, notes, debates, interviews and bibliographical reviews can be presented in Portuguese, French, Italian and English. An electronic support copy (".doc", ".docx" o "rtf") e-mail: [utopaxislat@gmail.com](mailto:utopaxislat@gmail.com).

#### JOURNAL SECTIONS

##### Regular sections

#### Estudios (Studies)

Exhaustive research of a monographic nature oriented towards one or several objectives treated in an inter- or trans-disciplinary manner, and developed from an epistemological paradigm. Emphasis is made on critical analysis and interpretation. The article must not to exceed 40 pages.

#### Artículos (Papers)

Precise research of a monographic nature, preferably the result of partial or final research where a reflexive and critical argument in relation to certain theoretical or practical, methodological or epistemological problems is raised and the area of study is explored. The length should not to exceed 20 pages.

#### Notas y debates de Actualidad (Up-dated notes and debates)

This is a relatively monographic paper, in which opinions and critical judgements are made in reference to problems and difficulties encountered in re- search processes and results. The length should not to exceed 10 pages.



### **Reseñas bibliográficas (Bibliographical Reviews)**

These are collaborative paper that update bibliography, gathering the principle results of national and international research in the form of an individual or collective publication. They emphasize critical analysis on diverse levels (theoretical, methodological, epistemological, political, social, etc.) where the impact of this research can be demonstrated. These papers should not to exceed 5 pages.

### ————— Occasional sections —————

### **Ensayos (Essays)**

Original and personal interpretations, which do not follow the rigid formalities of a monograph, and allow an experienced researcher to present theoretical up-dated postures and to transcend the normal forms of thought and paradigms that are developed in the respective discipline or thematic area. The paper should not to exceed 15 pages.

### **Entrevistas (Interviews)**

These are the results of interrogative conversations with recognized theorists and researchers in relation to particular aspects of their research and the results of the same which provide the interested community with new information and knowledge in their fields.

### ***FORMAT FOR BIBLIOGRAPHICAL QUOTATIONS***

These references refer only to quotations from articles, books and chapters of books that are specialized and arbitrated by an editorial committee or evaluated by an editorial text re- view committee (university or publishing house), of recognized prestige in the thematic area of the research topic. General references from encyclopedia, dictionaries, historical texts, remembrances, proceedings, compendiums, etc. should be avoided.

### **Citations**

They must follow the format (Surname: year, p. number page). Example: (Freire: 1970, p. 11).

### **Quotations from journal articles should follow the model below**

- VAN DIJK, T. A. (2005). "Ideología y análisis del discurso", Utopía y Praxis Latinoamericana. Año:10, n°. 29, Abril-Junio, CESA, Universidad del Zulia, Maracaibo, pp. 9-36.

### **Quotations from i) books and ii) book chapters, should follow the model below:**

- PÉREZ-ESTÉVEZ, A. (1998). La materia, de Avicena a la Escuela Franciscana. EdiLUZ, Maracaibo.
- BERNARD, B. (2001). "El eterno retorno de una Filosofía Antihegemónica", en: Estudios de Filosofía del Derecho y de Filosofía Social. Vol. II. Libro Homenaje a José Manuel Delgado Ocando. Tribunal Supremo de Justicia. Colección Libros Homenajes, n°.4. Caracas. pp. 211-251.

### **In reference table: publications on website**

IMPORTANT: Books and digital articles found on the web are cited exactly the same as the printed versions.

### **Publications on website**

- If the author is known: SURNAME, First letter of name, "Title", date of publication if it exists. Url

### **Legal norms**

Citation: (Legal norm number, country)

In reference table: Legal norm number. Entity that issues it. Country.

IMPORTANT: When making your bibliography (table of references), separate it into two groups: 1) scientific journals and 2) others. The former are exclusively publications of scientific journals, the latter are all other types of references such as books, newspapers, theses, etc.

NOTE: In the case of various authors, name them all in order of appearance. If there is any other type of quotation, the Editorial Committee reserves the right to adapt it to this general norm. Research publications and collaborative research efforts including appendices, tables, graphs, etc. will not be published. Any exception to this ruling must be discussed and approved by the Editorial Committee.

## ***EVALUATION OF COLLABORATIVE EFFORTS***

All studies, papers, essays, notes, debates and interviews received by the journal will be arbitrated by members of national and international arbitration committees who are well known internationally for their professionalism and knowledge in their respective fields of learning. Their decisions will not be made public. Publication of articles requires the approval of at least two arbitrators. According to the evaluation norms, the following aspects will be taken into consideration: originality, novelty, relevance, theoretical and methodological quality, formal structure and content, grammatical competence, style and comprehension, results, analysis, criticism, and interpretations.

## ***PRESENTATION OF AND RIGHTS OF AUTHORS AND CO-AUTHORS***

Studies and Articles can be presented by one author or two co-authors. The principal author must sign the letter of presentation and direct it to the Editorial Committee, requesting the evaluation of the article for possible publication. A brief curriculum vitae should accompany the request (one for each author in the case of co-authors), and indicate personal and institutional information, as well as most recent publications. The copyright becomes the property of the University of Zulia. For reproduction, re-prints and re-editions of the article by any mechanical or electronic means, permission must be requested from the University of Zulia. The authors will receive an electronic copy of the journal plus the respective publication certifications.

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### Directrices para evaluadores/as, árbitros

Realizarán el trabajo solicitado en los tiempos dispuestos para tal trabajo. Su revisión juzgará originalidad, aporte científico, manejo de las fuentes, uso correcto de los conceptos y teorías. Informarán prácticas poco éticas como plagios, conflictos de interés o intentos de publicación múltiple. Utilizarán un lenguaje respetuoso para comunicar sus observaciones y mantendrán toda la información trabajada en completa confidencialidad.

Mantendrán una postura crítica hacia su propio trabajo inhabilitándose en los casos en los que se consideren con experiencia o conocimientos insuficientes para proceder, y declinarán toda participación cuando esta pudiese generar conflictos de interés.

Se parte del supuesto de que el/a árbitro es “un par” del arbitrado/a. Eso quiere decir que ambos se desenvuelven en el contexto de una cultura científica que le es familiar, es decir, que se presume que ambos “dominan el tema”, que conocen sus tendencias y contratendencias. Eso es de innegable valor a la hora de que un arbitraje responda de acuerdo a los objetivos en los que se basa: la suficiente neutralidad y el mínimo de subjetividad, como para hacer un juicio a conciencia. De esto dependerá el éxito de esa “misión” que sin lugar a dudas redundará en beneficio de la publicación.

Los especialistas encargados del arbitraje deben tomar con especial consideración, sin que esto menoscabe su libertad para evaluar, los siguientes aspectos que se enuncian, al momento de realizar la lectura, con el fin de lograr la mayor objetividad posible en su dictamen. Se trata pues de confirmar la calidad del artículo científico que está en consideración.

#### 1. El nivel teórico del trabajo

Se considerará el dominio conceptual y argumentativo de la propuesta del trabajo. Especialmente, hacer evidente en el artículo presentado contextos teóricos pertinentes que permitan situar el tema y su problemática. Esto anula el grado de especulación que pueda sufrir el objeto de estudio.

#### 2. El nivel metodológico del trabajo

Se considerará la coherencia metodológica del trabajo entre la problemática propuesta y la estructura lógica de la investigación. Solo un buen soporte metodológico puede determinar si hay suficiente coherencia en torno a las hipótesis, los objetivos y las categorías utilizadas. Esto anula cualquier rasgo de asistematicidad de la investigación.

#### 3. Nivel de interpretación del trabajo

Se considerará el grado interpretativo de la investigación, sobre todo en las de carácter social o humanístico. Esto cancela cualquier discurso o análisis descriptivo en la investigación, y permite poner en evidencia si el trabajo presenta un buen nivel reflexivo y crítico. Además, el trabajo debería generar nuevos postulados, propuestas.



#### **4. El nivel bibliográfico de la investigación**

Se considerará el uso adecuado de la bibliografía. Lo que significa que la misma debe ser lo más especializada posible y de actualidad. Las referencias y/o citas deben ajustarse y responder a la estructura argumentativa de la investigación, sin caer en contradicciones o sin sentidos. Este es uno de los niveles de probar la rigurosidad del trabajo. No se debe subestimar la fuente bibliográfica.

#### **5. El nivel de la gramática**

Se considerará el adecuado uso del lenguaje y la claridad de expresión, en la medida en que esto está directamente relacionado con el nivel comunicativo que se le debe a la investigación. Imprecisiones sintácticas, retóricas superfluas, errores de puntuación, párrafos engorrosos, entre otros aspectos, son elementos que confunden al lector y puede ser sinónimo de graves faltas en la comunicación escrita.

#### **6. El nivel de las objeciones u observaciones**

Se deberá razonar por escrito los argumentos que tiene el árbitro para corregir parcial o totalmente un artículo, a fin de proceder a su publicación. Esto es muy importante pues de lo contrario el autor del artículo no puede llevar a cabo los correctivos solicitados por el árbitro. Sus desacuerdos, si no están dentro de los límites de la investigación, no deben privar sobre la evaluación. Si por alguna razón el árbitro considera que no está en capacidad de lograr su dictamen con imparcialidad y objetividad, debe comunicar su renuncia a fin de proceder a su reemplazo.

#### **7. La pronta respuesta del árbitro**

Es conveniente que el árbitro respete y cumpla debidamente, evitando demoras innecesarias, las fechas previstas para el arbitraje. Lo contrario genera serios, y a veces graves, problemas en el cronograma de edición. Si el árbitro no puede cumplir con los lapsos determinados para la evaluación, debe notificarlo enseguida.

#### **8. La presentación formal**

Se considerará la presentación formal del trabajo de acuerdo a las Normas de Publicación de la revista que aparecen al final de la misma.



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### Guidelines for referees

They will carry out the work requested in the time available for such work. Their review will judge originality, scientific input, management of sources, correct use of concepts and theories. They will report unethical practices such as plagiarism, conflicts of interest or multiple publication attempts. They will use a respectful language to communicate their observations and keep all the information worked in complete confidentiality.

They will maintain a critical position towards their own work, disabling themselves in cases in which they are considered to have insufficient experience or knowledge to proceed, and will decline any participation when this could generate conflicts of interest.

It is assumed that the referee is "a pair" of the evaluated. This means that both develop in the context of a scientific culture that is familiar to them, that is to say, both are presumed to "dominate the subject", who know their trends and counter trends. This is of undeniable value when an arbitration responds according to the objectives on which it is based: sufficient neutrality and minimum subjectivity, as to make a conscientious judgment. The success of this "mission" will depend on this, which will undoubtedly benefit the publication.

In order to achieve the greatest possible objectivity in your evaluation, The specialists in charge of the evaluation should take with special consideration the following aspects that are stated (without impairing your freedom to evaluate).

It is about confirming the quality of the paper under consideration.

#### 1. The theoretical level of scientific research

The conceptual and argumentative domain of the scientific research proposal will be considered. Especially, make evident in the paper presented pertinent theoretical contexts that allow locating the issue and its problems. This cancels the degree of speculation that the object of study may suffer.

#### 2. The methodological level of scientific research

The methodological coherence of the work between the proposed problem and the logical structure of the research will be considered. Only a good methodological support can determine if there is sufficient coherence around the hypotheses, the objectives and the categories used. This nullifies any feature of asystematicity of the research.

#### 3. Level of interpretation of scientific research

The interpretive degree of the research will be considered, especially in those of a social or humanistic nature. This cancels any discourse or descriptive analysis in the research and allows to show if the work presents a good reflective and critical level. In addition, scientific research should generate new postulates, proposals.



#### **4. The bibliographic level of scientific research**

Appropriate use of the bibliography will be considered. Which means that it must be as specialized as possible and current. References and/or citations must fit and respond to the argumentative structure of the research, without falling into contradictions or without meaning. This is one of the levels to prove the rigor of scientific research. The bibliographic source should not be underestimated.

#### **5. The level of grammar**

The appropriate use of language and clarity of expression will be considered, insofar as this is directly related to the communicative level that is due to the research. Syntactic inaccuracies, superfluous rhetoric, punctuation errors, cumbersome paragraphs, among other aspects, are elements that confuse the reader and can be synonymous with serious mistakes in written communication.

#### **6. The level of objections and observations**

The arguments that the referee has to partially or totally correct an article must be reasoned in writing, in order to proceed to its publication. This is very important, otherwise the author of the article cannot carry out the corrections requested by the referee. Your disagreements, if they are not within the bounds of scientific research, should not dominate the evaluation. If for any reason the referee considers that he is not in a position to give an impartial and objective opinion, he must communicate his resignation to proceed with his replacement.

#### **7. The prompt response of the referee**

It is convenient that the referee respects and duly complies, avoiding unnecessary delays, with the dates set for the evaluation. The opposite creates serious, and sometimes serious, problems in the journal's schedule. If the referee cannot meet the time limits determined for the evaluation, he must notify it immediately.

#### **8. The correct submission of paper**

The formality of the work will be considered according to the Publication Rules of the journal that appear at the end of it.





## ARTÍCULOS

UTOPIA Y PRAXIS LATINOAMERICANA. AÑO: 26, n° 92 (enero-marzo), 2021, pp. xx-xx  
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We have built the "TOC checker" Tables of Contents preservation repository to prevent scams  
TOC checker preserves a display of the table of contents sent exclusively by the editor of the journal.  
Once the table of contents is delivered, it cannot be modified even by the publisher who provided it.

### Benefit for authors

The preservation system allows authors to compare the original publication of a scientific journal and the version that is currently published on the journal's website.

The system is built to prevent scams.

It prevents authors from fraud and allows to verify that their paper has been published by the journal.

### Benefit for journals

In cases of fraud attempts, it serves as a witness to the original publication (for example, in the case of the publication of fraudulent articles on dates after the original publication).

Allows a third party to safeguard the publication's testimony against allegations of malpractice.

It prevents bad editorial practices (it does not allow modifications after the date of deposit of the TOC).

Ante múltiples ataques a la seguridad de las revistas científicas digitales construimos el depósito de preservación de Tablas de Contenidos TOC checker.

El sistema preserva una visualización de la tabla de contenidos enviada exclusivamente por el editor de la revista.

Una vez entregada la tabla de contenidos no podrá ser modificada ni siquiera por el editor que la proporcionó.

### Beneficio para los autores

El sistema de preservación permite a los autores comparar la publicación original de una revista científica y la versión que actualmente está publicada en el sitio web de la revista.

El sistema está orientado a evitar fraudes.

A los autores previene de fraudes y permite verificar que su paper ha sido publicado por la revista.

### Beneficio para las revistas

Ante fraudes actúa como testigo de la publicación original (por ejemplo ante la publicación de papers fraudulentos en fechas posteriores a la publicación original).

Permite que un agente externo resguarde el testimonio de la publicación ante acusaciones de negligencia o prácticas inmorales.

Contribuye a no incurrir en malas prácticas editoriales (no permite hacer modificaciones posteriores a la fecha de depósito de la tabla de contenidos).

