



Book of Abstract Conference Proceeding

6th JIBUMS

**JAPAN INTERNATIONAL CONFERENCE
ON BUSINESS, MANAGEMENT STUDIES
AND SOCIAL SCIENCE**

**VIRTUAL CONFERENCE
JULY 13, 2020**

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Abstract Proceeding Book
of
6th Japan International
Conference on Business,
Management Studies and
Social Science
(6th JIBUMS)

July 13, 2020

Virtual Conference



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FOREWORD

Research Synergy Foundation is a digital social enterprise platform that focuses on developing Research Ecosystem towards outstanding global scholars. We built collaborative networks among researchers, lecturers, scholars, and practitioners globally for the realization of knowledge acceleration. We promote scientific journals among countries as an equitable distribution tools of knowledge. We open research collaboration opportunities among countries, educational institutions, organizations and among researchers as an effort to increase capabilities.

Known as a catalyst and media collaborator among researchers around the world is the achievement that we seek through this organization. By using the media of International Conference which reaches all researcher around the world we are committed to spread our vision to create opportunities for promotion, collaboration and diffusion of knowledge that is evenly distributed around the world

Our Vision:

As global social enterprise that will make wider impact and encourage acceleration quality of knowledge among scholars.

Our Mission:

First, developing a research ecosystem towards outstanding global scholars. Second, Promoting scientific journals among countries as an equitable distribution tools of knowledge. Third, opening research collaboration opportunities among countries, educational institutions, organizations and among researchers as an effort to increase capabilities. Fourth, creating global scientific forum of disciplinary forums to encourage strong diffusion and dissemination for innovation.

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ORGANIZING COMMITTEE

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Hendrati Dwi Mulyaningsih

Organizing Committee

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and Technology, Ghana

CONFERENCE CHAIR MESSAGE

We are delighted to welcome you to the 6th Japan International Conference on Business, Management Studies, and Social Science (JIBUMS) by Research Synergy Foundation held virtually on July 13, 2020.

The conference aims to enable a presentation of scientific work results and arrange an interdisciplinary discussion among the academic field representatives, professionals of practice, and doctoral studies about a relation of business, management, and social science. 6th JIBUMS 2020 International Conference shows up as a cutting-edge Social Research platform to gather presentations and discussions of recent achievements by leading researchers in academic research.

It has been our privilege to convene this conference. Our sincere thanks to the conference organizing committee, the Program Chairs for their wise advice, and brilliant suggestions on organizing the technical program. We appreciate and grateful to the Scientific Review Committee for their thorough and timely review of the articles. Furthermore, recognition should go to the Local Organizing Committee members who have all worked extremely hard for the details of important aspects of the conference programs and social activities.

We welcome you to this conference and hope that this year's conference will challenge and inspire you, and result in new knowledge, collaborations, and friendships.

Best regards,

Dr. Hendrati Dwi Mulyaningsih
Conference Chair of 6th JIBUMS 2020

CONFERENCE PROGRAM

VIRTUAL CONFERENCE

Monday | July 13, 2020

Time (UTC+7)	Activity
08.50- 09.00	Participant Login and Join Virtual Conference by ZOOM
09.00 - 09.05	Welcome Address
09.05 - 09.25	Global Research Ecosystem Introduction Santi Rahmawati, MSM Founder & Director of Global Network and Operation Research Synergy Foundation
09.25 - 09.30	Group Photo Session
09.30 - 11.15	Online Presentation Session 1 (Track: Social Science)
11.15 - 12.45	Online Presentation Session 2 (Track: Management)
12.45 - 12.55	Participant Testimonial
12.55 - 13.00	Closing & Post-conference information announcement

Monday, July 13, 2020

Session 1 : 09.30 – 11.15 (UTC+7)

Session Chair : Dr. Hendrati Dwi Mulyaningsih

Track Social Science

Paper ID	Author	Presenter	Media	Paper Title
JIU20113	Sylvia Rozza	Sylvia Rozza	Virtual Presentation	Attribute Relevance Moderation on The Effect of Consumer Cognitive Load on Advertisement Complexity and Recall
JIU20114	Dodik Setiawan Nur Heriyanto	Dodik Setiawan Nur Heriyanto	Virtual Presentation	Chinese Responsibilities for The Spread of Covid-19 Arising Out of Its Territory According to International Law
JIU20122	Wati Margaretha Marpaung, Budi W. Soetjipto	Wati Margaretha Marpaung	Virtual Presentation	Employee Experience Through Exchange: The Analysis How Team Member Exchange, Leadership Member Exchange, High-Performance Work Systems, Satisfaction and Voice Behavior Relation to Employee's Trust in A Financing Company
JIU20124	Windraya Adikara, Budi W. Soetjipto	Windraya Adikara	Virtual Presentation	Innovative Behavior in Public Sector: The Role of Leader-member Exchange, Psychological Capital and Job Crafting
JIU20125	Pranata Jaya, Budi W. Soetjipto	Pranata Jaya	Virtual Presentation	Effect of Perceived Organizational Support and Workplace Fun on Intention to Leave With Trust and Employee Voice Behavior as Mediators: Case Study on Millennial Employees in A Private Bank in Indonesia

Paper ID	Author	Presenter	Media	Paper Title
JIU20127	Nur Apriyantoro, Budi W. Soetjipto	Nur Apriyantoro	Virtual Presentation	How Technology Improve Employee Engagement: The Analysis of Technology Acceptance Model, Leader Member Exchange, Team Member Exchange and Perceived Organization Support in A Restaurant Chain
JIU20130	Thanapum Limsiritong, Tomoyuki Furutani, Karnjira Limsiritong	Thanapum Limsiritong	Virtual Presentation	A Qualitative Case Study of Japanese Long-stay to A Knot of New Wave Issues of Multiracial Thai-japanese in Thailand

Monday, July 13, 2020

Session 1 : 11.15 – 12.45 (UTC+7)

Session Chair : Dr. Hendrati Dwi Mulyaningsih

Track Management

Paper ID	Author	Presenter	Media	Paper Title
JIU20116	Michael Surya Gunawan, Retno W. Wijayanti, Febri Nila Chrisanty, Budi W. Soetjipto	Michael Surya Gunawan	Virtual Presentation	The Role of Transformational Entrepreneurship in Improving Employee Performance of PT. Bank Rakyat Indonesia, Tbk (BRI)
JIU20119	Febri Nila Chrisanty, Michael Surya Gunawan, Retno W. Wijayanti, Budi W. Soetjipto	Febri Nila Chrisanty	Virtual Presentation	Examining Determinants of Employee Performance: The Role of Transformational Entrepreneurship, Readiness to Change and Counterproductive Work Behavior
JIU20120	Budi Widjaja Soetjipto, Budi Santoso Syarif, Aris Suparto, Nareswari Sumarsono	Nareswari Sumarsono	Virtual Presentation	Authentic Leadership and Its Impacts on Organizational Deviance, Learning Organization and Readiness for Change

Paper ID	Author	Presenter	Media	Paper Title
JIU21021	Budi W. Sutjipto, Eko Surya Lesmana, R. Darmawan Siswanto Pramana, Fahrurrozi Budi Widjaja	R. Darmawan Siswanto Pramana	Virtual Presentation	The Joint Effect of Digital Transformation and Information Technology Infrastructure on Service Quality: The Role Commitment to Service Quality as Mediator and Environment as Moderator
JIU20123	Soetjipto, Dian Alanudin, Heru Muara Sidik, Budianto Surbakti	Dian Alanudin	Virtual Presentation	Understanding The Indirect Effect of Digital Transformation and Entrepreneurial Orientation on Performance With Readiness for Change and Innovative Behavior as Mediators
JIU20131	Retno Wahyuni Wijayanti, Febri Nila Chrisanty, Michael Surya Gunawan, Budi W. Soetjipto	Retno Wahyuni Wijayanti	Virtual Presentation	The Role of Transformational Entrepreneurship and Job Crafting in Increasing Employee Performance: Readiness for Change as Mediator, A Case of PT. Bank Rakyat Indonesia (Persero), Tbk.

List of Conference Attendees

Attendee	Field of Study	Affiliation
Budi Santoso Syarif	Management	University of Indonesia
Budi Widjaja Soetjipto	Management	University of Indonesia
Aris Suparto	Management	University of Indonesia
Budianto Surbakti	Management	University of Indonesia
Heru Muara Sidik	Management	University of Indonesia

Track: Social Science

Attribute Relevance Moderation on the Effect of Consumer Cognitive Load on Advertisement Complexity and Recall

Sylvia Rozza¹

¹Politeknik Negeri Jakarta

Abstract

Background - *The use of opposition format in advertising in Indonesia is still a few. However, the effectiveness of the implementation of this format is higher.*

Purpose - *A research in this theme is necessary to be conducted, for Indonesian advertiser benefit.*

Design/methodology/approach - *This is an experimental research, which analyzes the moderation of ad attribute relevance on the effect consumer cognitive load on ad message complexity and recall.*

Findings - *The result of this study is inconsistent with the result of study three of Krishen & Homer (2011). It is because the relevance of the ad image exposed. The complexity of the opposite format ad will increase if the image exposed is irrelevant, and vice versa. In the other hand, recall is low when the opposite format ad is presented irrelevant, and vice versa.*

Research limitations - *Limitation of this study was that the experiment was only done in a lab, and the ads were only on a print medium. It is necessary to do the experiment in audio visual or online media (Ahmed, 2017). Since the advertiser can dramatize in those media, then, the result might be different.*

Originality/value - *The result of this follow up study is contradicted to the study 3 of Krishen & Homer, (2011).*

Keywords : ad complexity, ad recall, attribute relevance, cognitive load, opposition format

Chinese Responsibilities for The Spread of Covid-19 Arising Out of Its Territory According to International Law

Dodik Setiawan Nur Heriyanto¹

¹Universitas Islam Indonesia

Abstract

Background - *The novel Corona virus (COVID-19) pandemic has now expanded to 213 countries. The unpreparedness of the state in dealing with this virus causes losses especially in the form of economic blows and loss of life. The United States government has filed a claim for compensation to China for the spread of COVID-19. Some international law experts also directed that this matter be brought to the International Court of Justice.*

Purpose - *The purpose of this research is to analyze two main problem formulations: first, does China violate international obligations with regard to the outbreak of COVID-19 from its territory? Second, should China be held liable under international law?*

Design/methodology/approach - *Using a normative legal research methodology approach, this research uses two approaches namely historical (to identify the origin of the spread of viruses) and legislation (to study international rules relating to a virus pandemic).*

Findings - *This research concludes that China has violated several international obligations specifically related to the obligation to carry out notifications. Thus, for the violations that have been committed, in this case China can be held accountable according to international law.*

Research limitations - *This research limits only in international law perspective. For more specific, this research will use the notion of state responsibility theories under international law.*

Originality/value - *Since the new novel coronavirus outbreak happened in 2020, the emerging research about this virus does not cover the international law perspective.*

Keywords : COVID-19, China, and State Responsibility

Employee Experience Through Exchange: The Analysis How Team Member Exchange, Leadership Member Exchange, High-Performance Work Systems, Satisfaction and Voice Behavior Relation to Employee's Trust in a Financing Company

Wati Margaretha Marpaung¹, Budi W. Soetjipto²

^{1,2} University of Indonesia

Abstract

Background - *Successful businesses are built on relationships. Relationships between employers and employees, staff and customers, internal stakeholders and external stakeholders. At the foundation of all relationships is trust. This study presents a comprehensive model to explain the relations of employee experience and trust.*

Purpose - *This study examines the relations of team member exchange (TMX), leadership member exchange (LMX), employee engagement, high-performance work systems (HPWS), satisfaction, voice behavior and trust.*

Design/methodology/approach - *This exploratory research involves collecting questionnaire data from 202 employee. Respondent were asked to rate their own perspective level of TMX, LMX, employee engagement, HPWS, satisfaction, voice behavior and trust. The data proceed by using validity, reliability, confirmatory factor, and correlation with Partial Least Squares (PLS) technique using Smart PLS software.*

Findings - *The results show that TMX, LMX, employee engagement, satisfaction, voice behavior significantly effect to trust. While HPWS don't have significant effect with trust.*

Research limitations - *This study has limitations, including it was conducted in a financial company in Indonesia only, those may argue it is culturally bound and also the industry character can be different in other company. Future research could study broader aspects of employee*

experience and expand the research to other industries as well. Different result may occurs if the research conducted in other industry in Indonesia.

Originality/value - *This study offers explanations regarding the relation between employee experience and trust. Although numerous studies had been done on different aspects of employee experience, this study is among the first to propose, analyze, and test, a comprehensive model structure of TMX, LMX, employee engagement, HPWS, satisfaction, voice behavior and trust.*

Keywords : TMX and LMX, HPWS, Satisfaction, Voice Behavior, Trust

Innovative Behavior in Public Sector: The Role of Leader-Member Exchange, Psychological Capital and Job Crafting

Windraya Adikara¹, Budi W. Soetjipto²

^{1,2}University of Indonesia

Abstract

Background - Public sector vested with power to plan, develop, and regulate many sectors in a country, and to be as effective and efficient as possible in playing this role, public sector along with their employees must improve their performance regularly and possess some sort of innovative behavior arise in their working environment. Innovative behavior believed as predictor for employees correcting errors in service delivery and redesigning work process, thus achieves desirable outcome such as improved efficiency and higher public service quality.

Purpose - The purposes of this paper is to examine the effect of leader-member exchange and psychological capital on job crafting and employees' innovative behavior, respectively. In addition, this paper aims at investigating the effect of job crafting on employees' innovative behavior. The mediation effects of job crafting on the relationship between leader-member exchange and employees' innovative behavior, and on the relationship between psychological capital and employees' innovative behavior are also analyzed.

Design/methodology/approach - A set of questionnaire was used to collect data from 105 entry-level employees in one of Indonesia's government offices. Respondents were asked to provide their responses on five-point Likert scale. Data were analyzed using Partial Least Squares (PLS).

Findings - The result shows that psychological capital has a positive and significant effect on job crafting and innovative behavior. Leader-member exchange however does not significantly affect both job crafting and innovative behavior. The result also demonstrates non-significant mediation of job crafting.

Research limitations - *The empirical findings in this study has limitations including it was conducted in the government sector of a country, and it was framed that leader-member exchange and psychological capital are the drivers of job crafting and employees' innovative behavior, while in reality it could be reciprocal over time.*

Originality/value - *This study divide factors predicts innovative behavior into two point of view: social and internal resources, which suggest ways for government sector to enhance their employees innovative behavior not only focus through employee's personal resource but also with high-quality relationship with supervisors.*

Keywords : innovative behavior, job crafting, leader-member exchange, psychological capital, government

Effect of Perceived Organizational Support and Workplace Fun on Intention to Leave with Trust and Employee Voice Behavior as Mediators: Case Study on Millennial Employees in a Private Bank in Indonesia

Pranata Jaya¹, Budi W. Soetjipto²

^{1,2} University of Indonesia

Abstract

Background - *The issue of high turnover among millennials have been troublesome for quite some time. As the costs for millennials' recruitment is getting higher, companies must soon find the causes for this high turnover.*

Purpose - *This study examines Perceived Organizational Support (POS) and Workplace Fun (WF) as direct and indirect antecedents of Intention to Leave (IL). In addition, this study examines Trust and Employee Voice Behavior (EVB) as antecedents of IL, as well as mediators of POS-IL and WF-IL relationships.*

Design/methodology/approach - *To collect data from 415 millennials who work in a private bank, a set of questionnaires was used. The data was then processed and analyzed using structural equation model (SEM).*

Findings - *The results show that there is an indirect and positive effect of POS on IL with Trust as a mediator. Moreover, there is both an indirect and direct positive effect of WF on IL. The indirect one goes through EVB. Trust and EVB each have a positive and significant effect on IL.*

Research limitations - *This study has at least two limitations. The first one concerns with its generalization as this study took place in a private bank. The second limitation involves the variables examined in this study, which all of them are internal factors.*

Originality/value - *This study offers explanations why millennials intend to quit from their existing jobs. More specifically, it demonstrates how*

internal factors, the factors the companies can control, help weaken such intention.

Keywords : Perceived Organizational Support, Workplace Fun, Trust, Employee Voice Behavior, Intention to Leave

How Technology Improve Employee Engagement: The Analysis of Technology Acceptance Model, Leader Member Exchange, Team Member Exchange and Perceived Organization Support in a Restaurant Chain

Nur Apriyantoro¹, Budi W. Soetjipto²

^{1,2}University of Indonesia

Abstract

Background - *The use of technology by employee is important for their daily works. With technology, employee can work easier, well-connected and more comfortable. This study presents a comprehensive model to explain the relations of technology use towards the organization behavior.*

Purpose - *This study examines the relations of Leader Member Exchange (LMX), Team Member Exchange (TMX), and Perceived Organizational Support (POS) as indirect antecedents of Employee Engagement. This study also examines Technology Acceptance Model (TAM) as direct antecedent of Employee Engagement (EE).*

Design/methodology/approach - *The research involves collecting questionnaire data from 130 employees in a Restaurant Chains in Jakarta. Respondent were asked to rate their perspective level of leader-member exchange, team member exchange, perceived organization support, and technology acceptance model. The data were analyzed using validity, reliability, confirmatory factor, and correlation with Partial Least Squares (PLS) technique using SmartPLS software.*

Findings - *The results show that Leader Member Exchange, Perceived Organization Support and significantly effect the Technology Acceptance Model. While Team Member Exchange don't have significant effect with Technology Acceptance Model. Research result also find out that Technology Acceptance model have significant effect towards Employee Engagement.*

Research limitations - *This study limitation is about its generalization, since this study took place in a restaurant chain located in Jakarta Region*

only. Different result may occurs if the research conducted in other places in Indonesia.

Originality/value - *This study offers new research value regarding the relations of technology and organization behavior by using the combination of respective variables.*

Keywords : Leader Member Exchange, Team Member Exchange, Perceived Organizational Support, Technology Acceptance Model, Employee Engagement

A Qualitative Case Study of Japanese Long-Stay to A Knot of New Wave Issues of Multiracial Thai-Japanese in Thailand

Thanapum Limsiritong¹, Tomoyuki Furutani², Karnjira Limsiritong³

^{1,2}Keio University Japan, ³Siam University

Abstract

Background - Japanese long-stay in Thailand has been increased according to economic agreements meanwhile there is no data in official report to second generation as Thai-Japanese multiracial groups in Thailand. This two groups could be related number of increasing because of family relationship reason. According to developed countries, dismissing this relationship impact could be cause of racism, nationality, and tourism development issues.

Purpose - This research aimed (1) to study the impact of Japanese long-stay in Thailand (2) to study the current situation from Japanese long-stay tourist and Thai-Japanese multiracial in Thailand (3) to explore the elements of development dimensions from Japanese long stay tourist and Thai-Japanese multiracial.

Design/methodology/approach - In-depth interview and Data triangulation were used to analyze the data. Bangkok (1st province choosing by Japanese) in addition to Japan Embassy Thailand 2018 from 4 Thai-Japanese interviewees, 4 families (Japanese long stay) and 4 specialists with safety personal data in promise.

Findings - The result showed the current situation of Japanese long stay tourist and multicultural Thai-Japanese issues. Government image, Economic policy, Good educational system, and having a government long stay center which could develop to Thailand tourism. Multiracial issues could be prepared in legal multiracial nationality status, and support and encourage education system to social units could play in a long term of reducing the conflict situations among international community transformation.

Research limitations - *The limitation in this paper was very few of academic and official statistic data based accessibility, to rely on the current situation and categorizing a problem will be a first step of studying. However, building the concept and theory needs more future works in a quantitative analysis such as confirmatory and exploratory factor analysis to generate a strong foundation in this crucial issues.*

Originality/value - *Lastly, an ability to hold two nationalities and passports, Family and relationship, and working environment and living freedom were the main decision making of multiracial Thai-Japanese to live in Thailand.*

Keywords : Qualitative study, Japanese long-stay tourist, multiracial Thai-Japanese, Thailand

Track: Management

Transformational Entrepreneurship and Its Effect on Readiness for Change, Psychological Capital and Employee Performance: Evidence from Indonesian Bank

Michael Surya Gunawan¹, Retno W. Wijayanti², Febri Nila Chrisanty³, Budi W. Soetjipto⁴

^{1,2,3,4} University of Indonesia

Abstract

Background - *Continuing failures of financial capitalism across borders have moved to a more balanced model for economic growth that emphasizes both on shorter-term economic impact and longer-term social impact. Called as transformational entrepreneurship (Marmer, 2012), it encourages entrepreneurial activities that bring major changes in market and industry as well as in social and cultural life. At the corporate level, transformational entrepreneurship stimulates employees to be ready for any possible change induced by dynamic environment, and improves employees as individuals, in terms of their psychological capital. Effective transformational entrepreneurship can eventually accelerate performance (Jones & Maas, 2019).*

Purpose - *The purpose of this paper is to study the direct and indirect effect transformational entrepreneurship has on readiness for change, psychological capital and employee performance, as well as to study the effect of both readiness for change and psychological capital influences on employee performance.*

Design/methodology/approach - *The data for this study were collected using a set of questionnaire from 277 branches of a state-owned bank throughout Indonesia. The data were then analyzed using structural equation model (SEM).*

Findings - *This study finds that transformational entrepreneurship significantly and positively influences readiness for change, psychological capital and employee performance, and that readiness for change and psychological capital significantly and positively influences employee performance. Overall, this study finds that the effect of transformational entrepreneurship on employee performance is greater if it is through psychological capital than if it is through readiness for change or if it goes directly to employee performance.*

Research limitations - *This study has two main limitations. First, we framed our theory that transformational entrepreneurship precedes readiness for change and psychological capital, when, in reality, their relationships could be reciprocal over time. Second, this study was conducted in banking industry at the branch level, while, in fact, transformational entrepreneurship can also be practiced in non-banking industries and/or at the corporate level.*

Originality/value - *This study enriches our understanding not only on what transformational entrepreneurship is, but also on its (direct and indirect) effect on such variables as readiness for change, psychological capital and employee performance.*

Keywords : transformational entrepreneurship, readiness to change, psychological capital, employee performance.

Examining Determinants of Employee Performance: The Role of Transformational Entrepreneurship, Readiness to Change and Counterproductive Work Behavior

Febri Nila Chrisanty¹, Michael Surya Gunawan², Retno W. Wijayanti³, Budi W. Soetjipto⁴

^{1,2,3,4}University of Indonesia

Abstract

Background - *More and more companies in recent years are shifting toward integrating sustainability into their business strategy. They acknowledge the importance of doing good to their success. This shift leads the companies to put emphasis on (shorter-term) economic results as much as on (longer-term) social impacts. This more balanced orientation requires the companies to engage in transformational entrepreneurship.*

Purpose - *The purpose of this paper is to better understand the consequences of transformational entrepreneurship, in terms of increasing organizational readiness for change, minimizing counterproductive work behavior and enhancing employee performance. In addition, this paper aims to comprehend the extent to which organizational readiness for change and counterproductive work behavior affect employee performance.*

Design/methodology/approach - *The data were collected via a survey of 257 branches of a state-owned bank. The structural equation model (SEM) was used to test the proposed model.*

Findings - *The result shows that transformational entrepreneurship positively and significantly affect organizational readiness for change and employee performance, and negatively and*

significantly affect counterproductive work behavior. Moreover, the result demonstrated a significantly positive effect of organizational readiness for change on employee performance, and demonstrated a significantly negative effect of counterproductive work behavior on employee performance

Research limitations - *This study has a few limitations. First the study was conducted in a specific industry, that is, banking industry, in one country. Second, this study focused on transformational entrepreneurship as the driver of organizational readiness for change, counterproductive work behavior and employee performance.*

Originality/value - *This study contributes to the novel understanding of the positive and negative outcomes of transformational entrepreneurship, and of the nature of effect organizational readiness for change and counterproductive work behavior have on employee performance.*

Keywords : employee performance, counterproductive work behavior, readiness to change, transformational entrepreneurship.

Authentic Leadership and Its Impacts on Organizational Deviance, Learning Organization and Readiness for Change

Budi Widjaja Soetjipto¹, Budi Santoso Syarif², Aris Suparto³, Nareswari Sumarsono⁴

^{1,2,3,4}University of Indonesia

Abstract

Background - *What makes an individual a leader? The simplest answer is the existence of the followers. You cannot be a leader if you do not have followers. These followers however do not just come and stay with the leader. It is the essential job of the leader to convince them come and stay with him or her. One of the ways is for the leader to be authentic, or to practice what is known as authentic leadership.*

Purpose - *This study is to investigate the impacts of authentic leadership (AL) particularly on organizational deviance (OD), learning organization (LO) and readiness for change (RC).*

Design/methodology/approach - *To collect the data from 430 respondents who worked at the middle management level in refinery units of an oil and gas state-owned company of Indonesia, this study employs a field survey with a set of questionnaire to measure the responses. The data collected is then processed and analyzed using a two-step structural equation modelling (SEM).*

Findings - *This study finds that AL positively and significantly affects LO, while OD negatively and significantly affects LO and LO positively and significantly affects RC. Therefore AL and OD only affect RC indirectly via LO.*

Research limitations - *This study was conducted at one operational business unit in a company yet did not consider*

technological aspect of such operation. In addition, this study assumes AL as the prime cause of OD, LO and RC, while in practices, it could be interrelated over the time.

Originality/value - *This study gives us an understanding the paradoxical co-existence of AL and OD in navigating an organization through LO toward RC. It enhances our comprehension that to reach positive outcomes, the organization must accommodate the negative factor by having it co-existed in day-to-day operations.*

Keywords : authentic leadership, learning organization, readiness for change, organizational deviance.

The Joint Effect of Digital Transformation and Information Technology Infrastructure on Service Quality: The Role Commitment to Service Quality as Mediator and Environment as Moderator

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Abstract

Background - *Our life been digitalized since probably the last ten years. Our day has been consumed with mobile Internet, social media and e-commerce. These are just three examples of digital technology that we have been involved with. In business world, digital technology has been penetrating companies, from raw materials supply and production process to product distribution. It has been more and more apparent that digital technology has transformed the business world.*

Purpose - *This study is to investigate the consequences of this transformation. More specifically, this study is to examine the effect of digital transformation (DT) jointly with information technology (IT) infrastructure on commitment to service quality and eventually on service quality itself. This study is also to examine the moderating effect of environmental dynamism and complexity on commitment to service quality-service quality relationship.*

Design/methodology/approach - *Using a set of questionnaires, data for this study were collected from 193 respondents who worked as managers at a privately-owned motorcycle dealership. Afterward, data was processed and analyzed using a structural equation modelling (SEM).*

Findings - *This study finds that DT and IT infrastructure simultaneously affect commitment to service quality, but commitment to service quality does not affect service quality unless the effect is moderated by environmental complexity.*

Research limitations - *This study unfortunately suffers from limitations related to one company where this study was conducted, and to the assumption that only technology affects service quality.*

Originality/value - *This study enhances our comprehension on the important role of recent (i.e. digital) technology and its infrastructure to the improvement of service quality, and on the crucial function of environment in strengthening service quality.*

Keywords : digital transformation, information technology infrastructure, service quality, external environment

Understanding the Indirect Effect of Digital Transformation and Entrepreneurial Orientation on Performance with Readiness for Change and Innovative Behavior as Mediators

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Abstract

Background - *The fourth industrial revolution (known as Industry 4.0) has led us to the massive use of Internet. People are now using Internet for every aspect life, from home, entertainment to work. Companies must take this opportunity by adopting digital technologies for a quicker and more accurate response to the market. For this reason, entrepreneurship and digital transformation have come into play to make companies ready for change, to generate innovative behavior, and eventually increase performance.*

Purpose - *This study aims at investigating the effect of entrepreneurial orientation (EO) and digital transformation (DT) on organizational readiness for change (ORC), innovative behaviour (IB) and performance, particularly at the branch level (BP).*

Design/methodology/approach - *Involving 203 branches of a state-owned pawnbroker company, a set of questionnaires were used to measure EO, DT, ORC, IB and BP. Collected data were processed and analyzed using Structural Equation Modeling (SEM).*

Findings - *This study found that DT positively and significantly affects ORC and IB, while EO only positively and significantly affects ORC. Both ORC and IB in turn positively and significantly affect BP.*

Research limitations - *This study was conducted at one company at the branch level and did not yet consider external factors, such as customer satisfaction and industry competitiveness.*

Originality/value - *This study enriches our understanding on the importance for the companies to be entrepreneurial in taking advantage of the on going fourth industrial revolution and how the adoption of digital technologies transform such companies.*

Keywords : branch performance, organizational readiness for change, innovation behavior, digital transformation, entrepreneurial orientation

The Role of Transformational Entrepreneurship and Job Crafting in Increasing Employee Performance: Readiness for Change as Mediator, A Case of PT. Bank Rakyat Indonesia (Persero), Tbk.

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Abstract

Background - *The performance of an employee can be demonstrated by a proactive attitude so that they are able to design and create their own work. The ability of employees involved with full commitment to produce contributions and good performance (Bakker, Tims, and Derks, 2012). This is in accordance with the nature of transformational entrepreneurship that creates and drives entrepreneurial activities that have a significant impact on the industry (Marmer, 2012) and influence social and cultural change.*

Purpose - *The purpose of this paper is to investigate the extent to which transformational entrepreneurship and job crafting, directly and indirectly, affect employee performance. Furthermore, this paper likewise aims at examining the extent to which readiness for change affects employee performance.*

Design/methodology/approach - *The data for this study were collected using a survey from 257 branches of a state-owned bank throughout Indonesia. The data were then analyzed using the structural equation model (SEM) via Lisrel 8.80.*

Findings - *This study finds that transformational entrepreneurship significantly and positively influences readiness for change. Additionally, both job crafting and readiness for change significantly and positively influence employee performance. Therefore, transformational entrepreneurship significantly and positively influences employee performance partly through readiness for change. Overall, this study finds that the effect of transformational entrepreneurship and job crafting if they are well-implemented will significantly impact employee performance.*

Research limitations - *This study remains one limitation. Where the concerns with the branch banking as our research context that may generalize to other industries and the corporate level problematic*

Originality/value - *This study enriches our understanding that the effect transformational entrepreneurship has on employee performance may not be direct; it can go via readiness for change. On the other hand, this study enhances our knowledge that job crafting has nothing to do with readiness for change. Instead, it has a lot to do with employee performance*

Keywords : transformational entrepreneurship, readiness to change, job crafting, employee performance

FUTURE EVENTS

July 20, 2020

International Conference on Management, Education, and Social Science (MESS) – Virtual Conference

<http://messconference.com/>

August 25, 2020

2nd International Conference on Teaching and Science Education (ICTASE) – Virtual Conference

<http://www.ictase.com/>

September 2, 2020

6th Singapore International Conference on Management, Business, Economic and Social Science (SIMBES) – Virtual Conference

<http://www.simbesconference.com>

September 15, 2020

5th International conference on Interdisciplinary Research on Education, Economic studies, Business and social science (RESBUS) – Virtual Conference

<http://resbusconference.com/>

October 5, 2020

4th International Conference on Entrepreneurship studies, Business, Economy, and Management Science (ESBEM) – Virtual Conference

<http://esbem.com>

October 14, 2020

IC of Science Management Art Research Technology (IC-SMART) – Virtual Conference

<http://icsmartconference.com>

October 27, 2020

LPPM UPN “Veteran” Yogyakarta Conference Series (Economic and Business, Political and Social Science, & Engineering and Science) – Virtual Conference

<https://upnconfeseries.com>

November 10, 2020

4th International Conference on Interdisciplinary in Business, Economy, Management, and Social Studies (IBEMS) – Virtual Conference

<http://www.ibemsconference.com/>

November 16, 2020

6th Japan International Business and Management Research Conference (JIBM) – Virtual Conference

<http://www.jibmconference.com/>

December 2, 2020

6th International Conference on Business, Economy, Management and Social Studies towards Sustainable Economy (BEMSS) – Virtual Conference

<http://www.bemssconference.com/>



6th JIBUMS

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