

The Effect of Service Quality, Consumer Perceptions, and Facilities on Consumer Satisfaction: Case study in Indonesia

Woro Utari¹, Mei Indrawati², Nurus Sobakh³, Waras⁴, Rusdiyanto⁵

Abstract

This study examines the connections between Facility, customer satisfaction, service quality, and consumer impression. This study uses Ordinary Least Square (OLS) regression, Stata software for data analysis, and a sample of Surabaya hospital customer respondents. The study's findings demonstrate that while customer perceptions are unaffected, service quality significantly impacts customer satisfaction. Facility also have a significant and beneficial impact on customer happiness. Amenities, customer perceptions, and service quality heavily affect customer satisfaction. The findings of this study can be used by the government and businesses in Surabaya, Indonesia, to inform policy decisions about hospital patient happiness, service quality, and customer perceptions. This research's theoretical application can clarify concepts in marketing management and offer factual data regarding the caliber of services: customer pleasure and their opinions of the Facility.

Keywords: *Service quality; consumer perception; health facility; consumer satisfaction; Stata, hospital; OLS.*

JEL Classification: *A11; A12; C10; C12; C30.*

Introduction

For businesses or service providers, keeping their firm afloat primarily depends on satisfying their customers. Customers who are happy with a purchase are more likely to stick with it, write good reviews, and refer other people to it. Therefore, a company's long-term success depends on its ability to comprehend the elements that affect customer happiness. One of the main factors that is thought to contribute to customer happiness is service quality. In addition to technical qualities like accuracy and speed, good service also consists of interpersonal qualities like friendliness and consideration for the requirements of the customer. Thus, the main focus of research is on how service quality affects customer happiness. (Zeithaml et al., 1996); (Martha Hendrati et al., 2024; Prasetio et al., 2024) assert that service quality is the result of comparing consumers' perceptions of service providers' performance to their expectations. As a result, companies need to be fully aware of what their clients want from them and consistently provide services that either exceed or at least equal their expectations.

Customers' opinions regarding the caliber of Facility and services might reveal much about how they assess a good or service. (Kotler et al. 2018); (Hendrati et al., 2024; Sabihaini et al., 2024) state that a person's interpretation and comprehension of the stimuli they encounter in the marketing environment are included in their perception of the product. These general impressions significantly influence how customers feel and act toward a good or service. Customer perceptions and psychological variables can dramatically impact how they think about the caliber of the Facility and services offered. A company's amenities have a big impact on how satisfied its customers are. Facility that are cozy, clean, and meet consumer requirements can improve the experience of guests and eventually influence satisfaction levels. Every sector or type of service has distinct qualities that affect how Facility, customer satisfaction, customer perception, and service quality are related. To determine the most pertinent aspects, it is crucial to comprehend the particular context in which the research was carried out. Physical amenities like comfort, accessibility, and cleanliness of public spaces can significantly influence customers' satisfaction, claims (Bitner, 1992); (Sabihaini et al.,

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2023; Shabbir et al., 2023). Customers might have great experiences and become more loyal to a brand or organization when well-designed Facility are provided.

This research would contribute to our understanding of the factors affecting consumer happiness. In order to increase total customer satisfaction, businesses and service providers can benefit from the study's conclusions by improving Facility, offering higher-quality services, and better understanding the opinions of their customers. This research is anticipated to provide businesses or service providers with a strong foundation for formulating strategies to boost customer satisfaction and maintain their competitiveness by offering a comprehensive comprehension of the connection between service quality, customer perception, and Facility.

Theory Basis & Hypothesis Development

Marketing Theory

According to (Kotler et al. 2018); (Asyik et al., 2023; Laily et al., 2023) Identifying target audiences and creating, delivering, and disseminating more exceptional customer value is the art and science of marketing, respectively. Marketing management is creating, providing, and transmitting great customer value to identify target markets and attract, keep, and grow a client base Kotler & Armstrong (2014); (Eko Prasetio et al., 2023; Prasetyo et al., 2023) Describe how target market selection and profitable relationship building are the art and science of marketing management. Identifying target audiences and creating successful consumer relationships are two aspects of marketing management (Sunyoto, 2014); (Hendrati et al., 2023; Nuswantara et al., 2023) shows that marketing management is the process of assessing, organizing, planning, and overseeing programs that include the conception, pricing, distribution, and promotion of products, services, and concepts intended to create and sustain profitable relationships with target markets. Reach organizational goals. (Khadijah & Dianasari, 2018); (Asyik et al., 2022; Prasetyo et al., 2022) claim that in order to accomplish commercial objectives, strategies are designed, planned, implemented, and controlled to create profitable partnerships with target markets.

Hypothesis Development

Relationship of Service Quality to Consumer Satisfaction

According to (Khadijah & Dianasari, 2018) ; (Kalbuana et al., 2022; Tjaraka et al., 2022) state that a post-purchase evaluation of consumer happiness is one in which the chosen option, at the very least, produces the same or the same result. Exceed consumer expectations; however, discontent will develop if the outcomes obtained fall short of those expectations. (Khadijah & Dianasari, 2018) ;(Sudaryanto et al., 2022; Utari, Sudaryanto, et al., 2021) state that the degree of one's feelings follows a comparison between the performance (results) that he experiences and his expectations.

According to (Taylor et al., 2017) ; (Aliyyah, Siswomihardjo, et al., 2021; Prasetio et al., 2021) indicate that one of the connections that many theorize is that consumer pleasure influences how consumers perceive the quality of a certain level of service (Andri et al., 2022) ; (Endarto, Taufiqurrahman, Kurniawan, et al., 2021; Indrawati et al., 2021) He explained the connection between service quality and customer happiness, adding that a consumer's perception of a company's service quality will be based on his expectations if he has not dealt with them previously. Consumers will go through a disconfirmation process and modify their opinions of the quality of the services after their subsequent contact with these businesses. The customer's view of service quality will either get stronger or shift with each subsequent engagement with the business. Based on the above-discussed theoretical framework, the first hypothesis about the connection between customer satisfaction and service quality is as follows:

H₁: Customer Satisfaction Is Positively and Significantly Affected by Service Quality

Relationship of Consumer Perceptions of Consumer Satisfaction

According to (Diandra, 2019) ; (Prasetyo, Aliyyah, Rusdiyanto, Utari, et al., 2021; Utari, Iswoyo, et al., 2021). Organizations need to market in order to "provide value for customers and cultivate strong customer connections to capture value from customers in return." "Produce value for customers and cultivate strong customer connections to capture value from customers in return" is the definition of marketing at the business level (Mandey, 2013) ; (Abadi et al., 2021; Endarto, Taufiqurrahman, Suhartono, et al., 2021) As per the American Marketing Association, marketing comprises a range of procedures and an organizational

function aimed at creating, distributing, and offering value to customers. It also involves managing customer relationships in a manner that benefits the company and its stakeholders.

Psychological elements that affect consumer decision-making have an impact on customer perceptions. Psychological theory can greatly improve the motivations behind a person's purchase. Individual personalities, those of businesses and consumers alike, are integral to the buying and selling process. This definition of personality refers to a person's attitudes and beliefs as they relate to their behaviour as a consumer. When a corporation delivers services to customers in a way that matches how customers perceive those services, customers are satisfied. Services are frequently provided in a manner that differs from how customers have viewed them because of many aspects that both customers and businesses perceive. Considering all of the explanations stated above, the second hypothesis proposed in this study is as follows:

H₂: Consumer Perceptions Have a Positive and Significant Influence on Consumer Satisfaction

Relationship of Facility to Consumer Satisfaction

Demonstrates how the creation, delivery, and exchange of more customer value, along with the art and science of selecting target markets, are all included in marketing in order to attract, retain, and expand a customer base (Kotler et al., 2018); (Aliyyah, Prasetyo, et al., 2021; Prasetyo, Aliyyah, Rusdiyanto, Kalbuana, et al., 2021). Marketing management is the creation, provision, and transmission of more great customer value to identify target markets and attract, keep, and grow a client base (Philip Kotler & Armstrong, 2014); (Kalbuana, Suryati, et al., 2021; Rusdiyanto et al., 2021) underline that marketing management's art and science lie in the target market's choice and the creation of lucrative connections. Two facets of marketing management are identifying target audiences and building effective consumer interactions.

One of the services the company offers to draw individuals seeking treatment is Facility. Facility for providing are used to coordinate company operations. The physical location of the medical facility and its geographic location are necessary while searching for a place. Using the Big Indonesian Dictionary as a source, define Facility (Supranoto & Suparman, 2022) ; (Kalbuana, Suryati, et al., 2021; Rusdiyanto et al., 2021) as something that can help facilitate work, assignments, etc.

Facility According to, Anything service providers consciously offer for use and enjoyment is a facility. Facility are buildings used in the company industry. Facility include rooms, physicians, medications, services, medical equipment, etc. In the meantime, according to (Supranoto & Suparman, 2022); (Kalbuana, Prasetyo, et al., 2021; Prasetyo, Aliyyah, Rusdiyanto, Nartasari, et al., 2021a) physical resources are available to provide a service to customers. The Emergency Room, which cares for patients who need to be treated for longer than 24 hours (patients staying in the company, is one of the company Facility. Facility are everything related to Facility, infrastructure, and tools (medical and non-medical devices) the HospitalHospitalHospital needs to provide the best possible service for patients. (Supranoto & Suparman, 2022); (Prasetyo, Aliyyah, Rusdiyanto, Chamariah, et al., 2021; Prasetyo, Endarti, Endarto, Aliyyah, et al., 2021). Considering all of the aforementioned arguments, the third hypothesis put forth in this research is as follows:

H₃: Facility Have a Beneficial Effect on Customer Contentment

Conceptual Framework

The framework for this study can be summarized as follows based on the theoretical underpinnings and prior studies that have been mentioned in depth above:

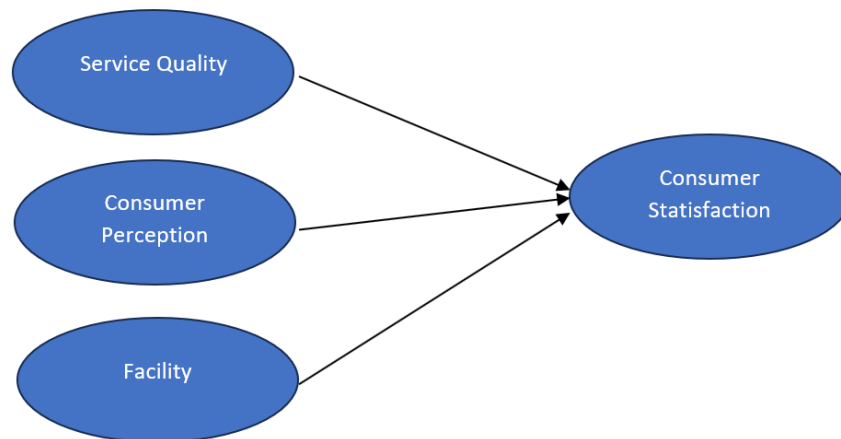


Figure 1. Research Framework

Research Methods

Regional General Hospitals in Indonesia, especially Surabaya, were used as the population and research sample using this quantitative research method (Luwihono et al., 2021; Susanto et al., 2021). Robust Regression and Ordinary Least Square data analysis techniques are used in this study with Stata software. Regression analysis can be completed for research with a great degree of freedom using Stata software, which integrates theory and data..

Regression Models

Regression analysis is used to determine how closely two variables are connected. When the dependent variable (X) is altered, regression analysis can forecast or estimate the value of the independent variable (Y). Regression analysis was employed in this study to determine the relationship between Service Quality (X1) and Consumer Perceptions (X2). Consumer satisfaction scores for Facility are (X3). The equation model is created using the dependent variable and independent variable that have been described, and it will be applied as follows:

Service quality, consumer perceptions, and health Facility influence customer satisfaction:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \epsilon \quad (1)$$

Research Results and Discussion

Descriptive statistics

Without performing analysis, descriptive statistics give a general picture of the study's objects using sample data or the research population (Sugiyono, (2017); (Prasetyo et al., 2021; Prasetyo, Aliyyah, Rusdiyanto, Nartasari, et al., 2021b). The lowest, maximum, mean, and standard deviation of the variables examined from the research sample may be included in the results of descriptive statistics.

Table 1. Statistics Description

Variables	Obs.	Means	Std. dev.	Min	Max	p1	p99	Skew.	Kurt.
Consumer Satisfaction	99	37,465	11,236	10	50	10	50	-.881	3,095
Service quality	99	53	15.62	14	70	14	70	-.979	3,221
Consumer Perception	99	41,222	12,366	11	55	11	55	-.976	3,219
Facility	99	73.96	21065	20	100	20	100	-1,011	3,483

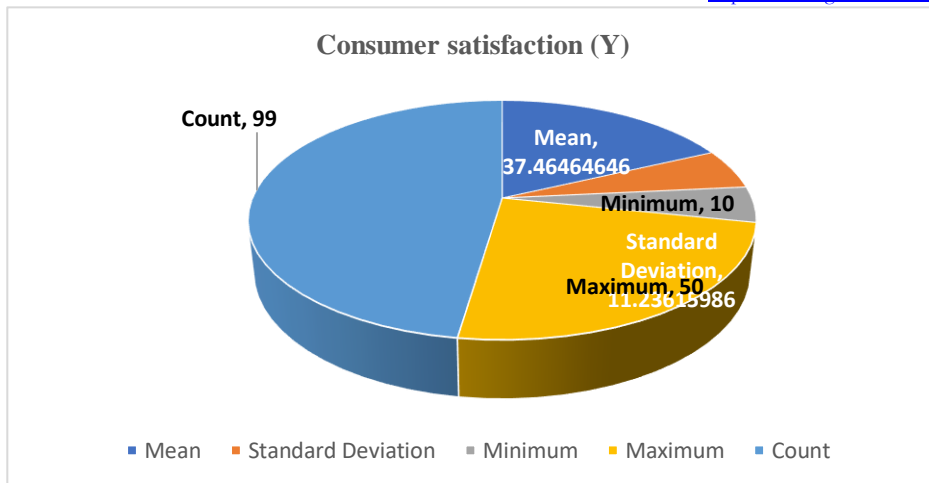


Figure 2. Consumer Satisfaction

The customer satisfaction value for each of the 99 observations (N) has a minimum value of ten and a maximum value of 50, as shown in the data output table above. An average value of 37,465 was obtained from 99 observations, and the standard deviation was 11,236.

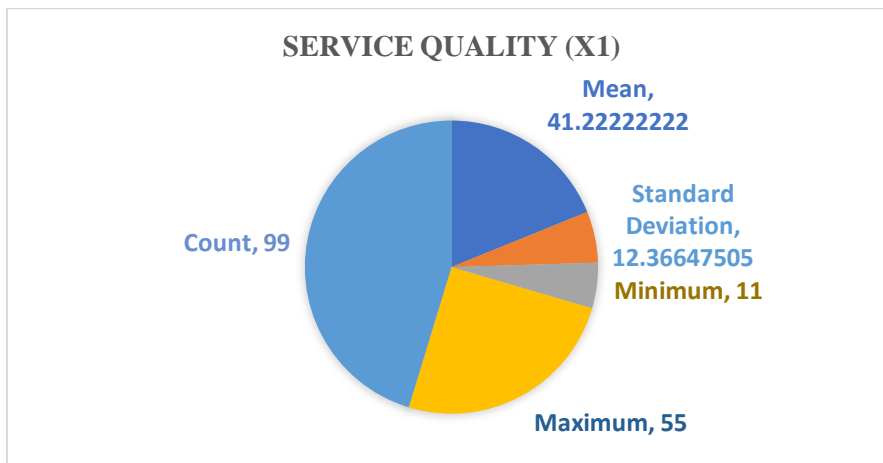


Figure 1. Service Quality.

According to the data output table above, there are 99 observations (N), with a minimum Service Quality value of 14 and a maximum Service Quality value of 70 for each observation. The average of the 99 observations is 53, with a standard deviation of 15.62.

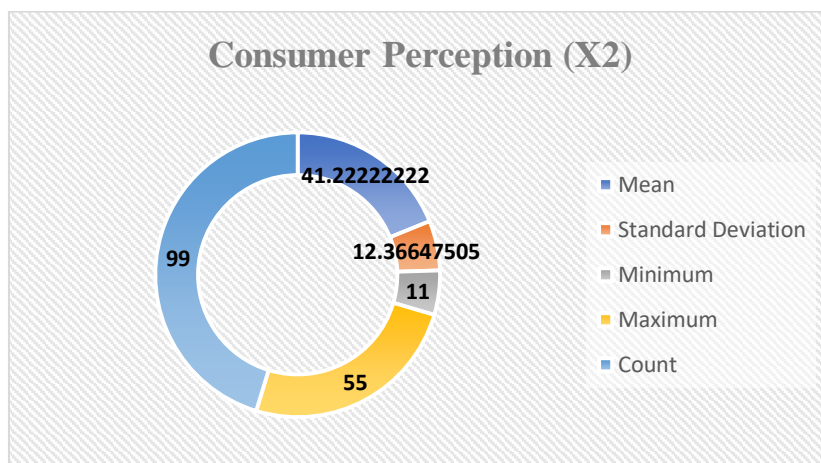


Figure 2. Consumer Perceptions

It is clear from the data output table above that 99 observations were made, with the greatest consumer impression value being 55 and the least significant being 11. The average value obtained from ninety-nine observations was 41,222, with a standard deviation of 12,366.

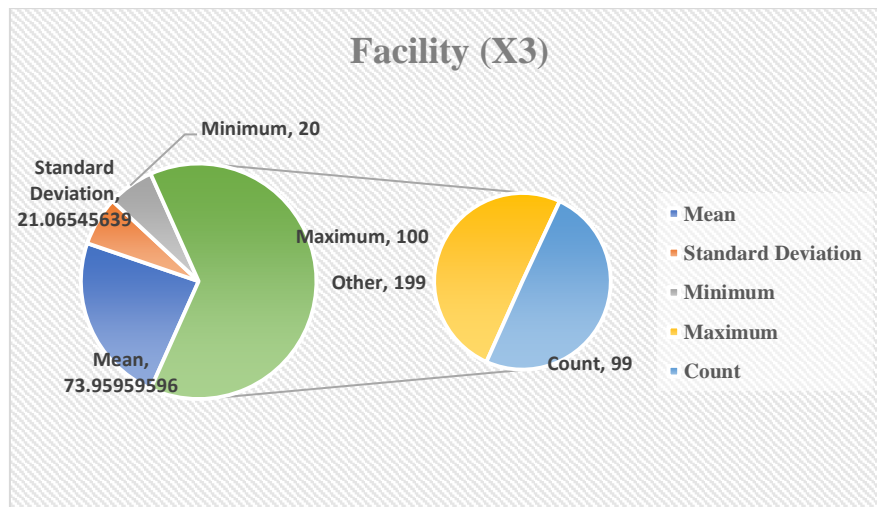


Figure 3. Facility.

As can be seen in the data output table above, there are 99 observations (N), with a minimum facility value of 20 and a maximum value of 100 for each observation. There were ninety-nine observations, resulting in a mean of 73.96 and a standard deviation of 21.065.

4.2. Pearson Correlation

As can be seen in the data output table above, there are 99 observations (N), with a minimum facility value of 20 and a maximum value of 100 for each observation. There were ninety-nine observations, resulting in a mean of 73.96 and a standard deviation of 21.065.

Table 2. Pearson correlation.

Variables	(1)	(2)	(3)	(4)
(1) Consumer Satisfaction (Y)	1,000			
(2) Service Quality (X1)	0.964 (0.000)	1,000		
(3) Consumer Perception (X2)	0.953 (0.000)	0.971 (0.000)	1,000	
(4) Facility (X3)	0.959 (0.000)	0.962 (0.000)	0.974 (0.000)	1,000
Variables	(1)	(2)	(3)	(4)
(1) Consumer Satisfaction (Y)	1,000			
(2) Service Quality (X1)	0.964*	1,000		
(3) Consumer Perception (X2)	0.953*	0.971*	1,000	
(4) Facility (X3)	0.959*	0.962*	0.974*	1,000

Note: ***p<0.01, **p<0.05, *p<0.1.

The data output above indicates a strong correlation between the independent variables, with a correlation value of 0.953 between customer perceptions and service quality. Furthermore, the correlation value of 0.964 between service quality and customer satisfaction shows that there is a substantial relationship between the independent and dependent variables. There is a relationship between the independent and dependent variables, as seen by the strong correlation (0.964) between customer perceptions and satisfaction. The correlation coefficient between Facility and customer satisfaction is 0.959, indicating a strong relationship between the independent and dependent variables. Hospitals in Indonesia must meet a number of requirements in order to satisfy its patients, including service quality, customer perception, and facility.

Multiple Linear Regression Testing

These are the results of empirical research using regression ordinary least squares (OLS) and robust models for these variables. The multiple linear test in this study uses two Regression ordinary least squares, pooled least squares, and robust tests to provide empirical support for the degree to which service quality, consumer perceptions, and health Facility, which are the independent variables, have an impact on the dependent variable, which is consumer satisfaction:

Table 3. PLS & Robust Regression Test Results.

Variables	(1)	(2)
	Please	Robust
	Consumer Satisfaction	Consumer Satisfaction
Quality of Service (X ₁)	0.3963*** [0.077]	0.3963*** [0.098]
Consumer Perception (X ₂)	-0.0037 [0.117]	-0.0037 [0.129]
Facility (X ₃)	0.2312*** [0.060]	0.2312*** [0.073]
Constant	-0.4838 [1.015]	-0.4838 [0.863]
Observations	99	99
R-squared	0.943	0.943

Note: Standard errors in brackets *** p<0.01, ** p<0.05, * p<0.1

Discussion

The combined effect of the independent variables (service quality, customer perceptions, and Facility) on the dependent variable (satisfaction) is significant, as indicated by the regression coefficient's value of 0.00 < 0.05 (5%). This is by Prob>F probability results. According to the value of R², there is a 0.943 per cent level of reliance between the independent variables (service quality, consumer perceptions, and Facility) and the dependent variable (consumer satisfaction). This suggests that 0.943 of the variation in consumer satisfaction may be accounted for by the independent variable (customer quality, consumer views, and Facility). The determination test was employed in this study to evaluate how well the model described changes in the dependent variable. It was found that the independent variables accounted for 0.943, or 94.3%, of the variance in the dependent variable when it came to consumer satisfaction with the services received at Hospitals in Indonesia. At the same time, other factors not considered in this study account for the remaining 5.7%.

Finding 1. Service Quality Has a Positive Influence on Consumer Satisfaction

The results of calculating positive coefficients for service quality are consistent with the initial theory. The t-test results demonstrate that service quality positively and substantially impacts customer satisfaction at the p-value significance threshold of 0.00 ≤ 0.05 (5%). Additionally, the service quality regression coefficient value of 39.6 indicates the extent of the impact of service quality on customer satisfaction. According to this explanation, when service quality improves by 1%, consumer satisfaction rises by 39.6%, and when service quality declines by 1%, consumer satisfaction levels fall by 39.6%.

The empirical data show that service quality has a favorable impact on customer satisfaction. These empirical results corroborate Hypothesis 1, which proposed that Service Quality has a positive and significant effect on Consumer Satisfaction, Hypothesis 1 is Accepted (p-value 0.00 ≤ 0.05 (5%). These empirical results concur with earlier empirical results (Khadijah & Dianasari, 2018) ; (Prabowo et al., 2020; Rusdiyanto, Karman, et al., 2020) According to 99 consumer respondents' empirical research conducted in Indonesian hospitals, service quality significantly and favorably affects customer satisfaction. To put it another way, customers are more likely to feel satisfied when the quality of the service is higher, and vice versa; the likelihood of customers feeling unsatisfied increases with poorer service quality. In contrast to earlier study that only included samples of consumer respondents, the findings of empirical research conducted at Indonesian general hospitals include a population and sample of consumer respondents with a wider coverage. In contrast to previous research, this study's two software programs used Stata Software

Version 14.2 and two regression tests, namely Ordinary Least Square (OLS) and Robust, to produce more precise results. The sample consisted of 99 customers from 2022 to 2023, and the empirical results demonstrated that service quality values positively and significantly impacted customer satisfaction in Indonesia's regional general hospitals. Accordingly, in Indonesia's Regional General Hospitals, greater service quality scores are positively correlated with rising customer satisfaction levels, and poorer service quality scores are correlated with falling consumer satisfaction levels.

Marketing management theory, which is discussed, supports the conclusions of these observations (Philip Kotler et al., 2018); (Rusdiyanto, Agustia, et al., 2020; Rusdiyanto, Hidayat, et al., 2020), defining marketing as the creation, distribution, and dissemination of higher consumer values in order to choose target markets and build, maintain, and grow a client base. Marketing management is the creation, provision, and transmission of more great customer value to identify target markets and attract, keep, and grow a client base (Philip Kotler & Armstrong, 2014) ; (Juanamasta et al., 2019) outlined the concept of marketing management as the art and science of locating target markets and creating lucrative connections. Identifying target markets and building trusting connections with customers are two aspects of marketing management (Yulia & Setianingsih, 2020) ; (Adabi, 2020) ; (Suawa et al., 2019) argue that the process of evaluating, organizing, coordinating, and managing initiatives involving the creation, development, pricing, promotion, and distribution of goods and services as well as ideas in order to create and sustain profitable relationships with target markets and accomplish specific objectives.

Finding 2: Consumer Perception Harms Consumer Satisfaction

The first idea is not supported by the negative coefficient estimation results. The t-test results demonstrate that customer perceptions have no negative and insignificant effect on customer satisfaction at a p-value significance level of $0.975 \geq 0.05$ (5%). Additionally, the service quality regression coefficient value of $-.004$ indicates the degree of the impact of consumer perceptions on customer satisfaction. This explains that when consumer perceptions increase by 1 per cent, consumer satisfaction will decrease by $-.004$ per cent, and vice versa. When consumer perceptions decrease by 1 per cent, customer satisfaction will increase by $-.004$ per cent.

The empirical findings prove that consumer perceptions harm consumer satisfaction. These empirical findings do not support Hypothesis 2, which is proposed that Consumer Perceptions have a Positive and Significant Influence on Consumer Satisfaction. Hypothesis 2 Fails to be Accepted ($p\text{-value } 0.975 \geq 0.05$ (5%). The data reported here are at odds with the findings of other studies. To perform the empirical analysis, General Hospitals in Indonesia used SPSS to collect data from 1988 and a sample of 99 customer respondents. The study's findings demonstrate that, in Indonesia, consumer perception positively and significantly affects consumer satisfaction, with greater consumer perception values affecting higher satisfaction levels among consumers at home. Unwell in Indonesia. There are variations between the two, even though the population and sample employed in the empirical findings for the 2023 period in Indonesian General Hospitals had more thorough coverage than earlier studies that exclusively used outpatient respondents as a sample. Software that is employed in studies. To acquire more reliable results than prior research, this program uses the Stata program with a total of 99 respondents and an outpatient and inpatient sample period in 2022–2023. According to empirical findings, customer perception has little to no detrimental effect on customer satisfaction. Put differently, higher customer perception has no impact on customer satisfaction scores, and lower customer perception does not affect consumer satisfaction scores at Indonesian general hospitals.

The marketing management theory outlined here supports these results (Philip Kotler et al., 2018) ; (Khadijah & Dianasari, 2018). By providing value to their clients and cultivating enduring relationships with them, marketing firms acquire value from their clientele in exchange. The process by which businesses build reliable client relationships and create value for clients in order to earn value from clients in return is therefore known as marketing. (Philip Kotler et al., 2018) The American Marketing Association defines marketing as an organizational activity and a collection of procedures for developing, conveying, and providing value to clients as well as maintaining client relationships for the advantage of the company and its investors (Philip Kotler et al., 2018) ; (Khadijah & Dianasari, 2018) proclaim that in order to achieve organizational goals, a business must be more successful than its competitors at creating, delivering, and communicating customer value to the chosen target market.

Finding 3: Facility Have a Positive Influence on Consumer Satisfaction

Supporting the first hypothesis are the positive coefficient estimation results for healthcare Facility. Facility significantly and favorably affect customer satisfaction, according to the t-test results, at a p-value significance threshold of $0.00 < 0.05$ (5%). Furthermore, the health Facility' regression coefficient value of .231 indicates how much of an impact health Facility have on consumer happiness. This indicates that when healthcare Facility increase by 1%, consumer satisfaction will rise by .231 %, and vice versa; when healthcare Facility decrease by 1%, consumer satisfaction will fall by .231 %.

The empirical test results prove that health Facility positively influence consumer satisfaction. These empirical findings support Hypothesis 3, which proposes that Consumer Facility Has a Positive and Significant Influence on Consumer Satisfaction. Hypothesis 3 is Accepted ($p\text{-value } 0.000 \leq 0.05$ (5%). The findings of the study were empirical. This experience is in common with the findings of previous studies (Supranoto & Suparman, 2022) performed empirical research at Regional General Hospitals in Indonesia using a sample of 358 consumer respondents. The results, which were obtained using SPSS software, demonstrated that Facility had a significant and positive impact on consumer satisfaction, i.e., the higher the value of the Facility, the greater the impact on raising customer satisfaction with the home. prevalent diseases in Indonesia. Conversely, public hospitals in Indonesia have worse customer satisfaction ratings the lower the facility's value. In the meantime, the population and samples used by consumer respondents in the empirical research findings in Indonesian general hospitals have a more comprehensive coverage than in previous research, where only a sample of respondents used inpatient care. The distinction in this research lies in the two software programs used: Stata Software, which is used in two tests using Regression Ordinary Least Squares (OLS) and Robust to achieve more precise results than in previous research. The study sample consisted of 99 consumer respondents in the years 2022–2023. The empirical results indicate that Facility have a positive and significant impact on consumer satisfaction, meaning that higher levels of Facility translate into higher levels of consumer satisfaction, which in turn translate into higher levels of hospital consumer satisfaction and vice versa. Consumer satisfaction in Indonesia's public hospitals may decline as a result of lower.

These findings are supported by the marketing management theory presented here (Philip Kotler et al., 2018) ; (Khadijah & Dianasari, 2018). Describe marketing as the process by which companies add value for their clients and develop deep connections with them in order to get value in return. The process by which companies develop meaningful connections with significant clients in order to reap benefits from them is known as marketing (Kotler et al., 2018). The American Marketing Association defines marketing as an organizational function and a set of practices for creating, sharing, and offering value to customers as well as maintaining relationships with them in a way that benefits the business and its stakeholders (Philip Kotler et al., 2018) ; (Khadijah & Dianasari, 2018). Explain how the marketing concept highlights the need for the company to outperform rivals in creating, delivering, and informing the target market about customer value in order to meet organizational objectives.

Conclusion

Customer happiness is positively and significantly impacted by service quality. Stated otherwise, customers will be more satisfied with the services they receive if the service quality is higher, and vice versa if the service quality is lower. Customer satisfaction is not negatively or negligibly impacted by consumer perception, which means that a higher level of consumer perception does not affect a lower level of happiness, and vice versa. A lower value of consumer perception has no effect and is not significant for an increase in consumer satisfaction. Facility have a positive and significant impact on customer happiness; hence, higher levels of customer satisfaction will be impacted by more comprehensive Facility, and inadequate Facility will impact lower levels.

Author's Contribution

R, WR, MI, W carried out the research, wrote and revised the article NS, WR, R, W conceptualised the central research idea and provided the theoretical framework. R, WR, MI, NS designed and supervised the research progress; R, WR, MI, NS, W anchored the review revisions and approved the article submission.

Statement of Conflicts of Interest

The authors state that they have no competing interests with the funders and concur that this research was carried out without any financial, commercial, or self-benefiting conflicts.

Funding

The Universitas Wijaya Putra, Indonesia, Jl. Raya Benowo no 1-3, Surabaya, East Java 60197, Indonesia, is the sponsor of this study.

Disclosure Statement

No potential conflict of interest was reported by the author(s).

Data Availability Statement

The documents came from <https://scholar.google.com/> and <https://www.scopus.com/home.uri>, which were accessed in 2022 and 2023, respectively. No data sets were used in the investigation.

An Explanation of Any Competing Interests

Regarding the investigation, composition, and/or dissemination of this manuscript, the writers have indicated that they possess no possible conflicts of interest.

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